Alabama Relay FCC Certification Renewal and Supporting Documents

Introduction

Alabama Relay, a program under the Alabama Public Service Commission and managed by the Party Relay Fund in the State of Alabama, has prepared the following narrative and attached appendices to comply with the FCC TRS Certification Renewal Application, specifically in response to the **FCC Public Notice DA 12-1187, CG Docket No. 03-123** released on July 25, 2012. Included in the Public Notice are the minimum mandatory FCC TRS requirements under **47 C.F.R. §64.604 and §64.606.** A copy of this Public Notice and these mandatory requirements is attached as **Appendix A.** Alabama Relay prepared this TRS Certification Renewal Application with the assistance of Sprint Relay.

The Alabama Public Service Commission contracted with Sprint to provide Telecommunications Relay Service effective type in March 1, 2011 to provide operational, technical, and functional standards pertinent to the FCC mandates as specified in 47 C.F.R. §64.604 and §64.606. Included with this TRS Certification Renewal Application is a copy of the contract that was issued September 2010. All of the minimum mandatory TRS requirements for are listed in the RFP and is attached as **Appendix B.** Please note that although Sprint Relay provides Internet Protocol (IP) and Captioned telephone web-based services, the Alabama Public Service Commission does not contract to provide these services in Alabama, nor is Alabama Relay responsible for oversight of IP and VRS or other Internet or web-based relay services.

The FCC has requested that each FCC TRS Certification Renewal application respond to the minimum mandatory FCC TRS requirements for providing telecommunication relay services and that each state includes procedures and remedies for enforcing any requirements imposed by state programs. Additionally, the FCC requested that several exhibits such as outreach presentations, promotional items, consumer training materials, and consumer complaint logs be included with the information provided.

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Appendices

Operational Standards

A.1 Communication Assistants (CAs)

§64.604 (a)(1) (i) TRS Providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communication needs of individuals with hearing and speech disabilities

<u>**CA Employment Standards**</u>

The Alabama Public Service Commission contracts with Sprint to provide the hiring, training and oversight of Communication Assistants for Alabama Relay. Sprint has established a successful procedure to attract qualified applicants for TRS CA positions. Sprint's Quality Assurance team has developed comprehensive hiring and training programs that prepare employees for the challenging position as a CA and ensures all communications are of the highest quality. Employees continue to expand their knowledge of Relay and the importance of providing quality services to the consumers they serve throughout their employment as a CA. CAs are required to have a high school diploma or GED, which ensures that the applicant has at least a twelfth-grade level of English grammar and spelling skills, the ability to type 60 words-per-minute on an auditory-based test, clear articulation and an intelligible, pleasant speaking voice.

Preference is given to CA applicants with TRS experience, knowledge of American Sign Language, or experience working with individuals who are deaf, hard of hearing or have a speech disability.

All applicants for CA positions are required to submit an employment application that details the applicant's educational and employment history.

After an applicant's educational history, employment history and typing test results are reviewed; a determination is made as to whether the applicant meets the minimum CA requirements.

A human resources representative will then screen potential candidates through face-to-face and telephone interviews to evaluate the applicant's communication skills, including English grammar, diction and speech clarity, sensitivity to issues of customer service, integrity and confidentiality, and overall suitability for the job. Those applicants who do not pass the HR screening interview will not be considered for employment.

Sprint TRS CA applicants are required to pass a valid and unbiased 12th grade level spelling test to be considered for employment.

Sprint TRS CA applicants must pass a valid unbiased 12th grade level grammar test to be considered for employment.

Once the applicant passes the HR screening interview, he/she is interviewed in person by an Operations Supervisor for specific job dimensions that relate to the success of a CA. These dimensions include sensitivity to customers and issues of confidentiality.

If the Supervisor recommends the applicant for employment, the applicant must pass a drug screen and a background investigation of educational, work and criminal histories.

This process ensures that only qualified applicants are hired to work at Sprint Relay centers as a CA.

Sprint provides an enhanced VCO service called Captioned Telephone (CapTel) Services. Sprint requires that all *CapTel* CAs have a high school graduate equivalency as a minimum qualification for the job. Sprint ensures that all CapTel Operators are sufficiently trained to meet the needs of CapTel users. Trainees must demonstrate adequate skill level in all aspects of call processing prior to graduation from training. CapTel Relay Trainees must also demonstrate a strong proficiency in the primary required skill-set of re-voicing for CapTel calls.

- CapTel Operator Trainees spend 2 to 3 weeks training in a classroom setting.

- There is a final proficiency exam that must be passed in order to move into a live call environment.

- Upon completion of classroom training, CapTel Operators are scheduled for one-week of transition training, while being monitored and supported by another CapTel Operator or an Instructor.

- All CapTel Operators must continue to qualify for live call handling each month.

- Sprint CapTel Operators are routinely coached on Call Center ergonomics, call handling procedures, and confidentiality.

- Each CapTel Operator is evaluated on a minimum of one call each shift.

- There is also a monthly test that each CapTel Operator must pass in order to remain qualified to caption live calls.

§64.604 (a)(1)(ii) CAs must have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.

Alabama Relay, through their contract with Sprint, has shown that that Sprint CAs have competent skills in typing, grammar, spelling, interpretation of written ASL and familiarity with hearing and speech disability cultures, languages and etiquette. Sprint requires all CAs to possess clear and articulate voice communications. CAs are given five (5) written and three (3) hands-on performance evaluations demonstrating the ability to process calls. Sprint CAs must demonstrate Relay skill level in all aspects of call processing prior to graduation from training. CAs must demonstrate their ability to:

- Sprint CAs must type 60 WPM prior to taking live calls and post training must demonstrate the ability to maintain a minimum typing speed of 60 wpm on an auditory test.

- Sprint's diversified culture training program provides the CA with information about understanding TRS users including deaf users and their culture, history and communication needs. Sprint's diversified culture program incorporates training includes

the characteristics and of hard-of-hearing and late deafened users, deaf/blind and speech disabled users.

- Demonstrate a professional and courteous phone image

- Process calls using live training terminals in an efficient and knowledgeable manner

- Role-play scenarios written in varying levels of ASL

Sprint provides an extensive process for hiring CAs who provide Speech to Speech (STS). CA applicants must successfully achieve the following:

- Six months of employment as a CA

- Recommendation and/or approval from supervisor or manager

- Attend and complete speech to speech specialized Speech to Speech training program including a written evaluation.

- Proficiency in all areas of Relay call processing including grammar, enunciation and vocabulary

- Hearing acuity test administered by an audiologist using calibrated equipment to perform a speech recognition test and pure tone test.

STS applicants who meet these qualifications receive additional training specifically on STS. Sprint's STS training is delivered by individuals with professional experience related to Speech Disabilities and/or consumer experts and is based on adult learning theories.

STS applicants who meet all qualifications for the STS training program receive eight hours of classroom training specifically on Speech-to-Speech Services. Sprint's STS training program has been developed based on direct experience and consultation with Dr. Bob Segalman obtained during the initial STS trial conducted along with eight years of experience processing STS calls.

The STS training outline includes specific strategies used to facilitate communication without interfering with the STS user's control over the call including retention of information at the user's request and verification of what is said to verify accuracy.

The STS training outline is displayed in the following figure:

STS TRAINING OUTLINE	
Sprint Values and Goals	
◆ Training Agenda	◆
▪ Objectives / Training Outline	▪ Speech-Disabilities
▪ Introduction and History	▪ Attributes of Speech-to-Speech Relay CAs
▪ Video	▪ Speech-to-Speech verses Traditional Relay
▪ Service Description	▪ FCC Requirements
▪ Characteristics of Customers	▪ Speech-to-Speech Variations
▪ Stereotypes	▪ Assessment
◆ Work Performance Components	◆
▪ Basic Call Processing	▪ Confidentiality

STS TRAINING OUTLINE	
Sprint Values and Goals	
▪ Call set up ▪ Customer Database ▪ Frequently Dialed Numbers ▪ Customer Requests ▪ Emergency Call Processing	▪ Transparency ▪ Personal Conversations ▪ Developmental Skill Practice ▪ Audio ▪ Observation
◆ **Participation**	◆
▪ CA training ▪ Taking over calls – 15 minute ▪ CA work performance	▪ Call Focus ▪ Teamwork – support peer
◆ **Confidentiality and Transparency**	◆
▪ Discuss call speech patterns ▪ Discuss techniques customer uses ▪ Have two CAs on one call, if necessary or customer requests.	▪ Unacceptable to: ▪ Have conversation regarding information discussed on calls ▪ Discuss customers in general
◆ **Scheduling**	◆

All CapTel Operators are tested and competent in typing, grammar, and spelling to ensure skills meet the following FCC Guidelines. CapTel Operator training provides familiarity with hearing, deaf, and speech-disabled cultures.

Personnel supporting CapTel have the requisite experience, expertise, skills, knowledge, training, and education to perform CapTel Services in a professional manner. CapTel Operator Trainees are screened on several skill-sets to be considered for hire. Several tests are administered to evaluate for skills in the following:

- Spelling

- Pronunciation

- Enunciation

- Reading Ability

- Vocabulary

- Error Recognition - CapTel Operators must be able to recognize a mistake in voice-recognition and be able to appropriately correct errors while on a call.

A captioned telephone user does not type during CapTel calls; therefore it is not necessary for the Operator to interpret typewritten ASL.

Please review the Sprint TRS, STS and CapTel Training outlines in **Appendix B** for more information on CA training requirements.

CA Quality Assurance Programs

Sprint Relay Quality Assurance Managers coordinate all training curriculum and policies with the call center Quality Team Leaders and Assistant Trainers to ensure that consistent quality is

maintained throughout the TRS network of Relay centers. The Sprint Quality Assurance Managers and the call center training teams meet weekly to receive updates, discuss changes and discuss concerns and how to address them.   The training team is located in seven (7) Relay Centers across the country. This team along with the support of the Location Managers, Supervisors and CAs has just one goal: to provide excellent service to our customers. In addition, Sprint listens to customer's feedback and takes proactive steps to implement suggestions and feedback. Sprint Relay does not develop training and consumer education programs for the telecommunications Relay service alone. Sprint Relay contracts with members of the deaf, hard of hearing, deaf-blind and speech-disabled communities to jointly develop and present training all TRS programs.

§64.604 (a)(1)(iii) CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed.

Transmission of 60 WPM

Alabama Relay contracts with Sprint to provide a comprehensive Quality Assurance program focusing strictly on typing speed and accuracy. As a part of this program, Sprint conducts pre-employment testing and internal testing (quarterly) using a five-minute oral-to-type test that simulates actual working conditions and the Relay environment. Internal testing on typing speeds demonstrated that Sprint's CAs typed an average of 83.9 words per minute (wpm), with at least 95% accuracy. In fact almost a third of Sprint's CAs type over 90 wpm!

§64.604 (a)(1)(iv) TRS providers are responsible for requiring that VRS CAs are qualified interpreters. A "qualified interpreter" is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.

Qualified VRS interpreters

The Alabama Public Service Commission does not contract to provide VRS services, nor is the state responsible for the oversight of VRS. As of January 2012, Sprint no longer provides VRS services.

§64.604 (a)(1) (v) CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.

In-Call Replacement of CAs

Through their contract with Sprint, Alabama Relay exceeds all FCC minimum requirements regarding changing CAs during a call. As a matter of practice at Sprint, calls are not taken-over unless it is absolutely necessary to do so. Sprint CAs are trained to use on screen clocks to identify the total amount of time since the call arrived at the CA position. After 10 minutes with the TRS (15 minutes with STS) inbound customer, a CA may be relieved if it is appropriate. The only situations in which a CA would transition during a call prior to the FCC minimum standard of ten minutes include:

- The customer requests a CA of the opposite gender or different CA,

- End user verbal abuse or obscenity towards the CA

- Call requires a specialist (STS, Spanish, etc)

- CA Illness

- At the request of the customer for any reason, and/or

- CA becomes aware of a conflict of interest such as identifying callers as friends or family.

In addition, there are situations which may require a CA to transition the call to a different CA, which is only approved after the CA has remained on the call longer than the FCC minimum standard of ten or fifteen minutes (for STS calls). These include:

- Shift change, and/or

- CA fatigue normally as a result of a call in progress more than 30 minutes with difficult call content or speed or 60 minutes or more of an average call.

- If transition of CAs is unavoidable, the change occurs with minimal disruption to either Relay participant including the following:

  o Sprint attempts to honor any requests for a specific gender during call transitions.

  o The second CA silently observes the call long enough to learn the spirit of the call as well as reviewing any customer call handling preferences provided during the call and as a part of the Customer Profile.

§64.604 (a)(1)(vi) TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

As stated in the section above (§64.604 (a)(1) (v)) Alabama Relay honors the requests of all callers when they request a specific CA gender. Relay users may request a specific CA gender through the Customer Profile or a per-call basis directly with the CA. The transfer of the CA to the requested gender occurs as soon as one is available. This requirement has been waived by the FCC for CapTel CAs.

§64.604(a)(1)(vii) TRS shall transmit conversations between TTY and voice callers in real time.

All conversations relayed between voice and TTY callers are transmitted in real-time. Alabama Relay uses Sprint's Phoenix software, which provides tools and enhancements designed to allow conversations to be transmitted in real time, including the following:

- Automated answer

- CA-initiated macros (44 macros)

- Function Keys (85 separate function keys)

- System-initiated macros

- On-line help panel

- Tone of voice pre-approved descriptions (almost 100)

- Automatic Error Correction Library (615 words)

- Background descriptions (over 250)

All of these features are available in all languages including English and Spanish.

CapTel is a transparent service. *CapTel* CAs transmit audio and captioned text conversations from the voice caller to the *CapTel* user in real time. Since the *CapTel* user utilizes their own voice to transmit, no transmission occurs from the CA to the voice caller.

A.2 Confidentiality and Conversation Context

§64.604 (2)(i) Except as authorized by section 705 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls.

Confidentiality Policies and Procedures

As stated earlier, Alabama Relay contracts with Sprint to oversee all TRS CAs, including *CapTel* CAs for the State of Alabama.

In accordance with the FCC regulations, all information provided for the call set-up, including customer database records remain confidential and cannot be used for any other purpose. Once the inbound party disconnects, CAs lose the ability to view or access any information pertaining to that call. No written or taped information regarding the call is kept once the call is released from the Relay position. Billing information is transferred to billing files after the call has been terminated and is no longer available except for billing purposes.

The only exception to this policy relates to STS calls. Alabama Relay STS Relay Agents may retain information from one inbound call for use in a subsequent outbound call, with the caller's permission. Such information will only be retained for the duration of the inbound call.

Alabama Relay's confidentiality expectations are strictly enforced and employees are expected to comply with this policy during and after their period of employment. Sprint strictly enforces confidentiality policies in the Center, which include the following:

- Prospective CAs undergo a thorough background investigation and screening.
- During initial training, CAs are presented with examples of potential breaches of confidentiality.
- Stress can be a factor in maintaining confidentiality. CAs receive training on healthy detachment.
- Breach of confidentiality will result in disciplinary action up to and including termination of employment.
- CAs perform their work in cubicles that are bordered by high sound-absorption acoustic tiles and wear special noise reducing headsets.
- All Sprint Relay Centers have security key access.
- Visitors are not allowed in Relay work areas.
- Supervisors are present in the work area to observe behavior.
- All Relay Center personnel are required to sign and abide by the Sprint Relay Center's Agreement Regarding Confidential Customer Information.
- All employees attend annual confidentiality meetings wherein the confidentiality agreement is reviewed and re-signed.

Sprint Relay Center's Agreement Regarding Confidential Customer Information requires CAs to:
- Keep all call information confidential.
- Not edit or omit any content from the conversation.
- Not add or interject anything into the content or spirit of the conversation.
- Assure maximum user control.
- Continuously improve their skills.

Alabama Relay CapTel CAs must comply with the same rules that TRS follows regarding confidentiality. The CapTel confidentiality form is similar to TRS. Below is an explanation of confidentiality as it pertains to Captel CAs.

Information obtained during a *CapTel* call should not be shared with any person except a member of the *CapTel* management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, consumer, or customer service issues. General call information will not be shared unless it is used to clarify, vent, or teach. Information about call content should be discussed in a private area only.

Only information critical to resolving the situation will be disclosed. This may include consumer name, name of business/agency, gender of caller, type of call (voice in, CapTel in), day of week, time of day, city, state, or any other details that could in some way identify a consumer.

A CapTel agent may have problems, complaints or stress from handling the call. The Captionist may ask to speak to a supervisor or other member of management (as long as it wasn't their call) in a private area.

The success of *CapTel* depends on quality and complete confidentiality. Since consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence, all Captionists understand and abide by the confidentiality policy. Any Captionist who breaks this policy will be disciplined, up to and including termination. Please see **Appendix C** for the TRS pledge of confidentiality.

STS Limited Exception of Retention of Information

At the request of a caller, Alabama Relay Speech-to-Speech (STS) CAs will retain information from a call in order to facilitate the completion of consecutive calls. STS CAs may utilize the TRS system designed electronic scratchpad to aid the CA during the processing to a call or subsequent calls. No information is kept after the inbound call is released from the CA position. Please see **Appendix C** for the TRS Pledge of Confidentiality form.

§64.604 (2)(ii) CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. Appropriate measures must be taken by relay providers to ensure that confidentiality of VRS users is maintained.

Verbatim Relay and the Translation of ASL

Alabama Relay CAs type to the TTY user or verbalize to the non-TTY user exactly what is said, verbatim, when the call is first answered, and at all times during the conversation, unless either relay user specifically requests summarization or ASL interpretation.

STS and TRS Training: Sprint puts control of the call with the users.
- CAs accept their being involved only to the point of facilitating communication as a "human telephone wire."
- CAs understand the relay user is to remain in control of the call.
- CAs do not make decisions or comments on behalf relay users.
- The user controls the call progress and content of the conversation.
- CAs re-voice/relay verbatim what is spoken, typed or heard.

At the request of the relay user, Alabama Relay CAs will translate written ASL into conversational English. Training is provided on various levels of interpretation of typewritten American Sign Language ("ASL") during initial training as well as throughout a CA's employment. In order to successfully complete initial training, the CA must demonstrate competent skills to accurately

reflect the TTY user's intent and the CA's role in the Relay process. CA trainees are required to pass a valid and unbiased written test to demonstrate that they can correctly interpret typewritten ASL phrases. Trainees must achieve a score of 80% or better before being allowed to complete training and process Relay calls. After initial training, each CA is provided with an ASL workbook. This workbook is completed by the CA and returned to the Supervisor. The Supervisor and CA together review the workbook and the CA's ability to translate ASL to conversational English. The CA keeps this manual for future reference. A CA continues to be evaluated on translation skills through individualized monthly surveys.

Alabama Relay CapTel CAs are prohibited from intentionally altering a relayed conversation and will relay all conversation verbatim. The State of Alabama does not have oversight of VRS services and does not contract with providers to process VRS calls, and is therefore exempt from ensuring VRS interpreters maintain confidentiality.

STS Facilitation of Communication

Alabama Relay STS CAs will facilitate communication without interfering with a caller's independence. They do not counsel, advise or interject personal opinions. Alabama Relay STS CAs have received training on many techniques to clarify the STS user's message if the meaning or context is unclear. Sprint understands that each STS user may also find one technique to be most comfortable. Sprint STS CAs will follow these customer preferences to clarify while providing as smooth of a call flow as possible.

Alabama Relay STS CAs will not guess what the STS user is saying and will request clarification when unsure. When unsure of the meaning or context, the STS CAs will ask the speech disabled caller to repeat or clarify – especially if the meaning or context is unclear. Emphasis is placed on the intent and spirit of the message.

When necessary, STS CAs respectfully engage in open dialogue with the STS user while maintaining focus on the intent of the call. STS CAs may use many multiple tactics to clarify a STS user's message. Many times STS users have a preference on which tactic works best for him or her. When the STS user has a preference, the STS CA will use that tactic. Otherwise the STS CA may clarify unsure including the following:

- STS CAs may simply ask STS user to repeat the word or phrase

- STS CAs may ask "yes" or "no" questions

- STS CAs may ask the STS user to use the word in another sentence

- STS CA may ask the STS user to provide a word that rhymes with the misunderstood word

- STS CA may ask the user to spell the word

To ensure that STS CAs follow established call processing procedures, STS CAs are evaluated through individualized monthly surveys, tested randomly through the test call process, provided with customer feedback when available and observed by supervisors who are available in the STS CA work area to monitor performance. If a development area is identified in any area of call

processing the STS CA will receive specific feedback and additional training. If the STS CA performance does not demonstrate improvement, progressive discipline up to and including termination may occur.

A.3 Types of Calls

§64.604 (3) (i) Consistent with the obligations of telecommunications carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.

Alabama Relay provides 24 hour, 7 day-a-week Telecommunication Relay Service (TRS) for standard (voice), Text Telephone (TTY), wireless, or personal computers (PC) users to place local, intrastate, interstate, and international calls. Alabama Relay also processes calls to directory assistance and to toll free numbers. There are no restrictions on the duration or number of calls placed by any relay user. All relay users accessing Alabama Relay retain full control of the length and number of calls placed anytime through relay.

Alabama Relay CapTel CAs are currently waived by the FCC for outbound calls because the *CapTel* CA is not involved in the call set up and cannot refuse the call *CapTel* users dial sequential calls directly therefore it is not possible for a *CapTel* CA to refuse sequential calls or limit length of calls.

Alabama Relay CapTel CAs are not waived by the FCC for inbound calls to a *CapTel* user made through a TRS facility. However, if a call is made directly to the captioned telephone access number, no set up is involved and the *CapTel* CA cannot refuse to call.

§64.604 (3)(ii) Relay services shall be capable of handling any type of call normally provided by telecommunications carriers unless the Commission determines that it is not technologically feasible to do so. Relay service providers have the burden of proving the infeasibility of handling any type of call.

Alabama Relay, through Sprint, works in conjunction with the Local Exchange Enhanced Services to provide additional functionality for users of TRS. Sprint processes collect and person-to-person calls and calls charged to a third-party as well as calls billed to prepaid and non-proprietary calling cards offered by the local or any other interexchange carrier. Alabama Relay will also process calls to or from restricted lines e.g. hotel rooms and pay telephones.

All TRS and CapTel users will be billed in the same manner that a non-relay user would be billed. The relay user will only be billed for conversation time, (which does not include call setup time, time in between calls and wrap-up time) on toll calls. Billing will occur within 60 days of the call date. Alabama Relay gives users the option of billing their calls to a non-proprietary LEC (local) or IXC (long distance) calling cards. Alabama Relay works with the LECs and IXCs to compile and make available to all TTY or CapTel users a list of acceptable calling cards. The user's carrier of choice is responsible for providing call types and available billing options, and will also handle the rating and invoicing of toll calls placed through the relay.

§64.604 (3) (iii) Relay service providers are permitted to decline to complete a call because credit authorization is denied.

If a long distance provider declines to complete a call because credit authorization is denied, Sprint will relay the message verbatim to the relay user and follow the user's instructions.

§64.604 (3) (iv) Relay services shall be capable of handling pay-per-call calls.

Sprint was the first provider to process pay-per-calls, beginning in 1996. Callers to Alabama Relay access 900 services by dialing a free 900 number to access relay. Use of a toll-free 900 number inbound to the relay center provides functionally equivalent access to the telecommunications network while preventing unauthorized end users from circumnavigating the LEC restrictions. This process ensures that the LEC will only complete those calls into the relay service that do not have a 900 number block added to their phone lines. The 900 service provider and the 900 number carrier(s) will rate and bill the user as if the call was dialed directly from the originating user's telephone. Currently, Alabama Relay users may make 900 calls through 1-900-230-4323.

Because 900 blocking information is not available with CapTel phones, CapTel users who wish to place pay-per-calls from the CapTel phone must update their Customer Profile form to allow these calls.

§64.604 (3)(v) TRS providers are required to provide the following types of TRS calls: (1) Text-to-voice and voice-to-text; (2) VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO.

Alabama Relay provides access to all available relay call types. Through the state's contact with Sprint, the state meets and in some cases exceeds the requirements for text-to-voice, voice-to-text, VCO, two-line VCO, VCO-to-TTY, VCO-to-VCO, HCO, two-line HCO, HCO-to-TTY, and HCO-to-HCO. Below is a list of standard services that are provided by Alabama Relay:

- Text-to-Voice (TTY to Voice)

- Voice-to-Text (Voice to TTY)

- VCO Attribute-Based Routing

- VCO with Privacy/No GA

- VCO Branding

- Standardized or personalized VCO call announcement and explanation

- Two-Line VCO

- VCO-to-HCO

- VCO-to-TTY

- VCO-to-VCO

- Reverse Two-Line VCO

- Voice Call Progression

- HCO with Privacy

- HCO Branding

- Standardized or personalized HCO call announcement and explanation

- Two-Line HCO

- Reverse Two-Line HCO

- HCO-to-VCO

- HCO to TTY

Except where waived by the FCC, Alabama Relay *CapTel* users are able to access all types of TRS calls. The requirement to provide 711 dialing is waived for outbound calls made from a *CapTel* phone. STS and HCO calls are also waived.

§64.604(3)(vi) TRS providers are required to provide the following features: (1) Call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality.

Call Release Functionality

Alabama Relay's TTY Call Release, also known as TTY-to-TTY call set-up, is fully in compliance with FCC standards. Once the CA has both TTY parties on line, the CA releases the call and the conversation is removed from the CA's screen, ensuring confidentiality. TTY callers are then able to conduct a conversation with their called party (TTY) without an intermediary remaining on the line.

Alabama Relay adheres to the FCC's 2nd Report and Order rule, and when the call is signed off or 'released' by the CA, the call ceases to be a Relay call and is no longer subject to the per-minute reimbursement. With 2-Line *CapTel* service, a *CapTel* user can release or receive captions at any time during a call.

Speed Dialing Functionality

Alabama Relay speed dialing functionality (also known as frequently dialed numbers) allows Relay users to store up to 30 frequently called telephone numbers in their TRS customer profile. Customers who wish to store more numbers can simply register multiple Customer profiles, which translates to an unlimited number of entries. When the customer calls into the center, the customer

can simply provide the CA the "short-hand" name or code associated with that number instead of the entire 10-digit number. For example, a caller can simply request, "Please call mom," and the CA will dial the associated ten-digit telephone number without delay. The frequently dialed number entry can be sorted by name or number. The CapTel Consumer Premises Equipment (CPE, or *CapTel* phone) is equipped with the ability to program in 3 speed dial numbers, and a recently dialed number.

Three-Way Calling

Alabama Relay provides three-way calling capability, in which the voice or STS Relay users through TRS (if the customer has purchased this feature from his/her LEC) can use this feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the Relay center. Relay users who have purchased Three-Way calling or conference calling capability from his/her Local Exchange Carriers (LECs) can use this feature when placing a call through Alabama Relay. This feature allows the user to place the call to the Relay and then conferences in the voice-called party. This is also known as the Two-Line VCO method.

TTY users may also use the relay to conference in another TTY user on the line. The original TTY user requests to place a call to the voice-called party. It then becomes a conversation between two TTY customers and one Voice customer. This process also would apply if there were two voice customers and one TTY user on the line.

Alabama Relay provides three-way calling for CapTel users that is in full compliance with FCC requirements. Two-line CapTel users are able to host, join or be added to any three-way call in the same manner as traditional telephone users. One-line CapTel users are able to join any three-way call in progress. In order to be added on, the host of the three-party call would simply dial the national CapTel number and enter the CapTel user's telephone number. CapTel users are also able to participate in a conference bridge to speak to three or more individuals.

§64.604(3)(vii) Voice mail and interactive menus. CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.

Alabama Relay, through Sprint, provides an advanced Phoenix platform which contains CA-generated macros (e.g., pre-programmed phrases) which allow the CA to press a "hot key" to alert TRS users of the presence of a recorded message and/or interactive menu. Sprint's hot key sends text to the user which says "(RECORDING)." Sprint's hot keys are available in all supported languages, including English and Spanish.

Alabama Relay has the ability to electronically capture recorded messages and retain them for the length of the call. All information provided during the call to the CA to assist in processing the call is considered customer-sensitive information and is deleted from the CA's screen, after the call has

ended. The only information that is retained is information in the Call Detail Record necessary to bill the call.

Alabama Relay does not impose additional charges for any calls which must be made in order to process calls involving recorded or interactive messages. Sprint's sophisticated Phoenix feature incorporates "function keys" allowing the CA to complete standard tasks with a combination of two-keys (or mouse clicks). As a result, many calls involving recordings can be completed without having to redial using Sprint's recording functionality. If a CA needs to redial to process these calls, the CA can quickly redial, using a specific redial hot key for answering machine, voice mail and recordings which redials the call over an ultra-watts line so the end user is not imposed charges for additional calls.

Alabama Relay CapTel users are able to hear and interact directly with the recorded message and make the selections as requested by the interactive menu.   The CapTel user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played.

CapTel users can replay messages as required until the message is both heard and read as captions. The user can stay on the line as long as desired until the message is heard in its entirety or replayed. This is requested by the user directly. The CapTel user interacts with the recorded message system directly. This is treated as one call.

§64.604 (a) (3)(viii) TRS providers shall provide, as TRS features, answering machine and voice mail retrieval.

Retrieving Answering Machine and Voice Mail Messages

Alabama Relay has the ability to retrieve messages from any voice processing system that can be accessed via the telephone. Through Sprint's Phoenix platforms, CAs are able to retrieve and relay voice messages for TTY users and TTY messages for voice users.

When a user requests the CA to retrieve messages from a voice mail system or PBX mailbox, the CA will follow the following process:

- The CA will inform the caller that an answering machine has been reached.

- If the caller has provided instructions, such as access codes will follow the user's instructions. Sprint will use the touch-tone capability embedded in Sprint's Phoenix software to enter access codes or system commands to retrieve new messages, play all messages, save messages, and/or delete messages (depending on customer instructions).

- If necessary, Alabama Relay CAs uses advanced recording technology to slow down the playback of the messages. If a CA needs to redial to process these calls, the CA can quickly redial, using a specific redial hot key for answering machine, voice mail and recordings which redials the call so the end user is not imposed charges for additional

calls. If the CA needs to redial local calls are free, if the call is long distance the customer is only charged long distance calls for the first call.

- Sprint's platform provides the technology necessary to retrieve voice mail or answering machine messages including enabling and disabling touch-tone capability through hot keys (i.e. DTMF).

- Once all customer instructions have been followed and the caller disconnects, all information including caller's personal information is automatically deleted from the CA's position to ensure that the customer's information is kept confidential.

Like TRS users, Alabama Relay CapTel users can retrieve answering machine messages from an answering machine that is near the CapTel phone. However, the CapTel user will need to follow instructions that are slightly different than TRS users including the following:

- Press the CapTel menu button that until the option, "Caption External Answering Machine Messages" is displayed. (Please note that the handset must be hung up to do this.)

- Press the "OK" button.

- Pick up the handset and place it near the answering machine.

- Watch the CapTel display to see when the CapTel CA is connected.

- Press the "play" button on the answering machine.

- View the captions on the CapTel display.

- Save, delete or navigate to the next message using the answering machine controls.

- When done, simply hang up the handset and the phone will be ready for the next call.

With other voicemail systems, the CapTel user can both hear and interact directly with the recorded message and make the selections as requested by the interactive menu.   The *CapTel* user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played.

A.4 Handling of Emergency Calls

§64.604(a)(4) Emergency call handling requirements for TTY-based TRS providers. TTY-based TRS providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner.

Alabama Relay accepts incoming emergency calls, and automatically and immediately transfers a call to an appropriate Public Safety Answering Point (PSAP).   Through its contract with Sprint, Alabama Relay has access to the following:

- The largest footprint of coverage across the U.S. to terminate a 9-1-1 call.
- A web interface with complete API and a branded end-user portal for address changes for internet calls.

Call Processing Procedures

Alabama Relay uses the following procedures to ensure that TRS users needing emergency services receive prompt assistance with their call.

1.	Alabama Relay CAs act upon the word "emergency". Calls placed to fire, police, ambulance and rescue squad are considered emergency calls.
2.	The CA hits a Phoenix function key (i.e., "hot key") which designates the call as an Emergency. This key also prompts the system to use the caller's NPA/NXX to automatically route the call to the E-911 center which is closest to the caller's rate center. This hot-key also "freezes" the screen with an emergency banner so that the call information remains displayed. If the customer hangs up, the caller's information is available to be shared with the 911 Center.
3.	Simultaneously, the CA presses a key to notify the Supervisor. The Supervisor will assist the CA in processing the call, if needed. The Supervisor does not take over the CA function unless requested or necessary to complete the call.
4.	The caller's Automatic Number Identification (i.e., telephone number) is passed to the E-911 as Caller ID.
5.	The CA identifies the call to the authorities, using the phrase: "This is an emergency. I am calling for a deaf (or hard of hearing or Speech Disabled) person through the Alabama Relay Service. They are calling from (caller's telephone number). This is CA # 1234, one moment please."
6.	The CA advises the inbound caller that the emergency services is on the line. For example, "(POLICE ON LINE NOW)" and then types the way the 911 operator answered the phone.
7.	The CA relays the call. Unlike other Relay calls, CAs may step outside of their neutral role to more actively facilitate communication, as needed.
8.	Upon request, the CA connects the TTY caller directly to the PSAP (TTY).
9.	The CA fills out an "Emergency Incident Form" which documents the call.
10.	In the rare case of an E911 routing error, the CA will fill out a technical "trouble ticket" for additional investigation.

Back up Procedures

Through their contract with Sprint, Alabama Relay has access to an upgraded PSAP solution that has proven extremely accurate, resulting in few instances of PSAP routing errors. In many instances, two numbers are provided for each rate center. If one of the numbers fails, the second number is dialed. In the event that a valid number is not available, the CA will contact Directory Assistance for support.

CapTel Emergency Calling

When calling 911 using a one-line CapTel phone, the call is processed in the same way as a 911 call processed when using a standard telephone.

- The CapTel phone automatically converts to a Voice-Carry-Over (VCO) phone and dials 911 directly. (The CapTel Call Center is not engaged in processing 911 calls.)
- The CapTel phone will display the typed responses from the PSAP and the caller will use their voice to communicate with the PSAP.
- The user will be connected to the proper 911 Center in the least amount of time and the telephone number (ANI) will automatically be passed to the 911 Center.
- The 911 system renders the appropriate emergency response.

Two-Line CapTel Emergency Calling

Because Two-Line CapTel uses separate voice and data connections, it offers the most efficient way to access Emergency Services via 911 response Centers. The Two-Line CapTel user is connected directly to 911 on a standard voice connection. The captions are connected on the second line. This procedure means that the call is connected in the fastest time, to the most appropriate 911 Center every time, with a reliable voice grade connection and with full speed captions.

Training and Support Materials

Alabama Relay CAs and Supervisors receive in-depth training on all emergency processes and procedures. This training is reinforced through on-going refresher training where Call Center staff must demonstrate knowledge and proficiency of Emergency processes and procedures.

Supervisors or Operations Administrators are available 24/7/365 to assist CAs when an emergency call occurs. CAs also have immediate access to call processing steps via an online help screen and position reference guide.

Variations

There are many things that can happen during an emergency call, which require immediate action outside traditional call processing. The following processes were established for many of these "variations" to guide CAs and the Call Center staff on how to proceed:

Caller Disconnects Before Connecting to 911 Center
If the inbound caller disconnects prior to being connected to 911, the Phoenix system will continue dialing to the PSAP/emergency call center. The CA or Supervisor will notify the PSAP Call Center of the premature disconnect and will provide any customer information that may assist the PSAP center in resolving the emergency.

If a customer calls into the TRS center, types "HELP GA" and hangs up, we will treat this as an Emergency call. Since the customer does not give an emergency service name, Sprint ALWAYS connects the caller to the POLICE. The CA will notify the Supervisor who, in turn, calls the police and passes on all known information about the call. The CA will also fill out an Emergency Incident

Form as a record. The police will make the determination as to what kind of emergency it is and will dispatch the required emergency service.

Voice Emergency Calls

If a voice customer misdials 711 when actually they require assistance through 911, the CA will say to the inbound voice: **"*You have connected to a telephone relay service for the deaf and hard-of-hearing. If possible, you should hang up and dial 911. If not, we can attempt to connect you to a 911 center near your assigned telephone number, but there could be significant delay in getting assistance.*"**

When the voice caller does not disconnect, requests further assistance, and/or remains online for more than 5 seconds after the notification phrase is read the CA will attempt to complete the call to connect the caller to emergency services. The CA will inform the caller, "I am connecting your call to Emergency Services, one moment please."

A.5 STS Called Numbers

§64.604 (a)(5) STS called numbers. Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

Alabama Relay offers the ability for STS users to maintain a record of regularly called names and telephone numbers. Alabama Relay's speed dialing functionality (also known as frequently dialed numbers) allows Relay users to store up to 30 frequently called telephone numbers in their Customer Profile. This information, along with other preferences described below, will be transferred to any new STS provider.

When the STS user calls into the center, the user can simply provide the CA the "short-hand" name or code associated with that number instead of the entire 10-digit number. For example, a caller can simply request, "Please call mom," the STS CA will repeat the name and state the telephone number and then dial the associated ten-digit telephone number without delay.

§64.604 (6) Visual privacy screens/idle calls. A VRS CA may not enable a visual privacy screen or similar feature during a VRS call. A VRS CA must disconnect a VRS call if the caller or the called party to a VRS call enables a privacy screen or similar feature for more than five minutes or is otherwise unresponsive or unengaged for more than five minutes, unless the call is a 9–1–1 emergency call or the caller or called party is legitimately placed on hold and is present and waiting for active communications to commence. Prior to disconnecting the call, the CA must announce to both parties the intent to terminate the call and may reverse the decision to disconnect if one of the parties indicates continued engagement with the call.

Alabama Relay does not provide, contract to provide, or oversee VRS services and is exempt from this section.

§64.604 (7) International calls. VRS calls that originate from an international IP address will not be compensated, with the exception of calls made by a U.S. resident who has pre-registered with his or her default provider prior to leaving the country, during specified periods of time while on travel and from specified regions of travel, for which there is an accurate means of verifying the identity and location of such callers. For purposes of this section, an international IP address is defined as one that indicates that the individual initiating the call is located outside the United States.

Alabama Relay does not provide, contract to provide, or oversee VRS services and is exempt from this section.

Technical Standards

B.1 ASCII and Baudot

§64.604 (b) Technical standards—(1) ASCII and Baudot. TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.

The Alabama Public Service Commission contracts with Sprint to provide Baudot (45.5 and 50), Turbocode, Enhanced Turbocode (E-Turbo) and all ASCII rates generally in use.

Upon a call being received at the CA position, TTY signals are automatically identified as Baudot, Turbocode or ASCII; if ASCII, the Baud rate is detected.

Outbound calls are dialed out in voice mode so that both the CA and hearing user (if applicable) can hear the progress of the call. If the phone is answered by a modem, the software will automatically switch to the appropriate mode of Baudot or ASCII based on the tone heard without intervention from the CA.   If the call is answered by a voice person, the CA will request the text device if a voice user originated the call.

B.2 Speed of Answer

§64.604 (2) Speed of answer. (i) TRS providers shall ensure adequate TRS facility staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

The Alabama Public Service Commission contracts with Sprint, who currently has ten (10) TRS and CapTel centers across the U.S. Having access to this number of centers ensures adequate staffing for TRS and CapTel calls. Sprint samples the average answer time a minimum of every 15 minutes for each 24-hour period. Their Traffic Management Control Center (TMCC) is staffed with workforce analysts who understand call processes, call volumes, distribution patterns, contract requirements and call routing, thus ensuring exemplary service.

Sprint's Workforce Analysts develop staffing requirements for each center monthly, daily and in 15-minute increments. These center staffing lines are a management tool, which provides Workforce Analysts and each center with the following:

- Initial CA requirement for each 15-minute period of the day
- Total number of CAs scheduled for each-15 minute period
- The number of CAs over or under the requirement needed to meet forecast call volumes
- Daily, weekly, and monthly performance reports detailing speed-of-answer for each CA group and the CA utilization (occupancy) percentage. These reports are reviewed to ensure that Sprint is routing calls as efficiently as possible while meeting or exceeding customer expectations.
- Adjustments to the minimum staffing requirements can be made as needed to the 15-minute scheduling requirements based on unforeseen increases or decreases in call volumes.

§64.604 (b) (2) ((ii) TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

A requirement of the Alabama Public Service Commission contract with Sprint is that 85% of all calls be placed within 10 seconds. "Speed of answer" identifies the number of seconds required to answer a call. Alabama Relay's CapTel speed of answer meets or exceeds the FCC's requirement to answer 85% of all calls within ten (10) seconds.

The Alabama Public Service Commission expects that Sprint will continue to review TRS and CapTel data to determine trends, taking into account any call affecting issues such as weather, holidays or technical problems. Utilizing this information, Sprint develops a Network forecast for each upcoming scheduling week.

Sprint also reviews each center's results for the previous six weeks, as well as anticipated changes in staffing levels to determine each center's capacity to handle forecasted calls. Once the forecast has been determined, Sprint ensures that total network traffic is accounted for by each of the centers.

By continually monitoring current capacity with regards to trunking, CA workstations, staffing and equipment lag time between anticipated need and actual need will be minimized.

§64.604 (b) (ii) (A) The call is considered delivered when the TRS facility's equipment accepts the call from the local exchange carrier (LEC) and the public switched network actually delivers the call to the TRS facility.

Alabama Relay considers the call delivered when the Relay Center's equipment accepts the call from the LEC, and the public switched network actually delivers the call to the TRS Center.

Sprint furnishes the necessary telecommunications equipment, facilities, and system software for the complete TRS operation. Sprint is a certified Interexchange Carrier (IXC) in all 50 states.

Sprint's transmission circuits meet, and in most cases, exceed the ANSI T1.506-1990 Network Performance – Transmission Specifications for Switched Exchange Access Network standards.

§64.604 (b) (ii) (B) Abandoned calls shall be included in the speed-of-answer calculation.

Through its contract with Sprint, Alabama Relay includes abandoned calls in its daily speed-of-answer performance calculations. *§64.604 (b) (ii) (C) A TRS provider's compliance with this rule shall be measured on a daily basis.*

Sprint measures its compliance with average speed-of-answer times on a daily basis and reports this information to Alabama Relay on a monthly basis.

§64.604 (b) (ii) (D) The system shall be designed to a P.01 standard.

Alabama Relay, through its TRS contract with Sprint, ensures that all relay call centers are provided with sufficient facilities and staffing to provide a Grade of Service (GOS) of P.01 or better for calls entering the call center switch equipment during the busiest hour. Sprint's Relay system ensures that an excess of 99.99 percent of all calls reach the call center and are answered or receive a ringing signal.

§64.604 (b) (ii) (E) A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the TRS facility to relay administrators and TRS providers upon request.

Performance of inbound traffic on each Alabama relay toll-free number where it enters the Sprint network or relay center facility is measured continuously and reported both daily and monthly. These measurements, which include traffic volume and blockage data, are compiled into a monthly report available to the state.

§64.604 (b) (iii) Speed of answer requirements for VRS providers are phased-in as follows: by January 1, 2006, VRS providers must answer 80% of all calls within 180 seconds, measured on a monthly basis; by July 1, 2006, VRS providers must answer 80% of all calls within 150 seconds, measured on a monthly basis; and by January 1, 2007, VRS providers must answer 80% of all calls within 120 seconds, measured on a monthly basis. Abandoned calls shall be included in the VRS speed of answer calculation.

Alabama Relay does not oversee VRS services, does not contract with a VRS provider to provide VRS services to customers, and is exempt from this section.

B.3 Equal Access to Interexchange Carriers

§64.604 (b) (3) Equal access to interexchange carriers. TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

Alabama Relay TRS and CapTel users have equal access to their chosen inter-exchange carrier through Relay to the same extent access is provided to voice users.

TRS and CapTel users are encouraged to register their preferred Carrier-of-Choice with Customer Service. Users who have not registered their preferred Carrier-of-Choice are encouraged to contact the toll-free telephone support (Customer Service) to complete their registration. All new CapTel phones come with a Carrier-of-Choice card packaged with the equipment. Users are responsible for filling out the card or contacting CapTel Customer Service to receive the benefits of registering their Carrier-of-Choice preferences for CapTel calls.

Voice-in users calling CapTel users are also notified that their call may incur long distance charges. After connecting to the CapTel voice-in Voice Response Unit (VRU) and entering the phone number of the CapTel user they wish to call, they may receive a verbal announcement stating that their call may include long distance charges.

The Alabama Public Service Commission relies on Sprint to provide its Relay customers with both the technical and operational capability to send and receive COC calls to and from other providers. Sprint's network has the capability to permit users to select the IXC or LEC of their choice in accordance with State and Federal law.

Sprint provides the necessary network connections and signaling information in compliance with the standards accepted by the Alliance for Telecommunications Industry Solutions (ATIS) titled "ATIS-0300084, Telecommunications Relay Service" (July 2006) for carriers to accurately bill and rate Relay calls. Sprint routes calls to the designated carrier in as efficient a manner as possible. Sprint includes the identification of the call as a Relay call, the end user calling number, the called number, and additional information describing the nature of the calling line (e.g., payphone, etc.) Calls not requiring operator assistance are routed to the carrier's non-operator switch. Calls involving alternate billing (e.g., card, collect, third party) involve the operator services position of the carrier. Again, Sprint provides as much information as possible to the operator services position of the transport carrier through network signaling. Efficient provision of routing to the carrier minimizes the call set-up time associated with the Relay call.

Sprint encourages all Carriers to participate in its Carrier of Choice ("COC") program. When the requested Carrier is not a COC participant, Sprint Relay has established a procedure where the Carrier is notified, verbally and in writing, of its obligation to provide access to relay users and encourage their participation.

Outlined below is the process used by CAs to process Carrier-of-Choice calls and subsequent instructions to relay callers:

- Sprint Relay CA answers the call
- The caller provides the toll-call information.
- The caller provides preferred Carrier information either registered in the user database or for a specific call.
- If the preferred Carrier is not available through the Relay, the CA informs the caller with the standard phrase:

"I AM SORRY (carrier) DOES NOT ALLOW (billing method) CALLS OVER THEIR NETWORK."

- The user may choose to have another Carrier handle the call. Sprint Relay then informs the unavailable Carrier of its obligation to provide access through the Relay Service.
- The CA outdials the call utilizing the preferred Carrier. If no Carrier is specified, the call will be carried over the Sprint network.
- The called-party answers the call. The CA relays the COC call between the caller and the called-party.

Sprint currently has 240 carriers participating in the Sprint Relay's TRS Carrier-of-Choice program. Participation of Carriers in Alabama is dependent on whether carrier is authorized to provide service in Alabama and connectivity to the Sprint Access Tandem. Currently the list of providers in Alabama include:

Carrier Name
10-10-321 Telecom USA
10-10-502 WorldxChange
10-10-636 Clear Choice
10-10-811 Vartec
10-10-834 WorldxChange
10-10-987
AT&T
All Others
Alltel
BellSouth Long Distance
CP Telecom
CenturyLink
CenturyTel Long Distance
CenturyTel Solutions
Charter Communications
Citizens Communications
Comcast
EXCEL
Frontier Communications
Global Crossing
MCIWorldCom
McLeod USA
OPEX LD
QWest
SBC Long Distance
Sprint
TCG Minnesota Inc.
TDS Telecom

Verizon LD
Wiltel
Working Assets
WorldCom

Please see **Appendix D** for a copy of the COC invitational letter sent to carriers.

B.4 TRS Facilities

§64.604 (b)(4) TRS facilities. (i) TRS shall operate every day, 24 hours a day. Relay services that are not mandated by this Commission need not be provided every day, 24 hours a day, except VRS.

Alabama Relay and Sprint Relay Customer Service are both available 24 hours a day, every day of the year for all TRS services. Alabama Relay, through Sprint, utilizes both Uninterruptible Power Supply (UPS) and backup power generators to ensure that the relay centers have uninterrupted power even in the event of a power outage. UPS is used only long enough for the backup power generators to come on line – a matter of minutes. The backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. CapTel Relay Services are also available 24 hours a day, seven days a week.

§64.604 (b)(4) (ii) TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.

Alabama Relay contracts with Sprint's Relay centers, which are equipped with an Uninterruptible Power Supply (UPS), generator, and sufficient fuel to provide power for 24-hours following a power failure. These back-up power systems can continue to provide power beyond 24-hours as long as fuel is readily available.

Working in parallel with the UPS is Sprint's Intelligent Call Router, which instantly recognizes a problem anywhere in the Sprint Relay system and routes the calls to other operating call centers. Alabama Relay customers will be unaware of any system fault.

In the event of a power outage, the UPS provides seamless power transition while the emergency generator is brought on line. During this transition of less than a minute, power to all the basic equipment and facilities for the center operation is maintained. This includes the switch system and its peripherals, switch room environment (air conditioning and heating in the computer room), CA positions (including consoles/terminals), emergency lighting, system alarms and Call Detail Record (CDR) recording. As a safety precaution, the fire suppression system is not electrically powered in case of a fire during a power failure. Once the back-up generator is on line, stable power to all relay system equipment and facility environmental control is established and maintained until commercial power is restored..

All of the system preventive maintenance functions can be performed on-line, with no effect on call processing. In addition, on-line and off-line diagnostic routines will identify system faults or failures to the individual board level. Diagnostic procedures are continually processed by the switching

system software to detect defective components before they are used. Manual on-line diagnostics can be launched at any time from the maintenance and administrative terminal located with the unit without affecting call processing, calls in progress or calls waiting to be answered. The maintenance and administrative terminal includes keyboard, screen and printer capabilities.

Please see Sprint's Disaster Recovery Plan and the Network Support Plan in **Appendix E**.

§64.604 (b)(4)(iii) A VRS CA may not relay calls from a location primarily used as his or her home.

Alabama Relay does not oversee VRS services, does not contract with a VRS provider to provide VRS services to customers, and is exempt from this section.

§64.604 (b)(4)(iv) A VRS provider leasing or licensing an automatic call distribution (ACD) platform must have a written lease or license agreement. Such lease or license agreement may not include any revenue sharing agreement or compensation based upon minutes of use. In addition, if any such lease is between two eligible VRS providers, the lessee or licensee must locate the ACD platform on its own premises and must utilize its own employees to manage the ACD platform.

Alabama Relay does not oversee VRS services, does not contract with a VRS provider to provide VRS services to customers, and is exempt from this section.

B.5 Technology

§64.604 (b)(5) Technology. No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to person with disabilities. TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. TRS facilities that utilize SS7 technology shall be subject to the Calling Party Telephone Number rules set forth at 47 CFR 64.1600 et seq.

Alabama Relay through Sprint, is in full compliance with 47 CFR §64.1600 et seq. of the FCC's Rules for providing SS7 capability.

In order to achieve functional equivalence, Alabama Relay will continue to provide Caller ID service through SS7 signaling where the 10-digit number of the calling party is passed through to the called-party for local and long-distance calls. Alabama Relay receives calling party identifying information including blocking information, from all relay users. Sprint's Caller ID SS7 solution includes receiving the privacy bit information from the inbound Relay caller as well as other SS7 call information elements such as:

- Calling Party Number
- Charge Number
- Originating Line Information
- Sprint passes through the calling party information (rather than 711 or the number of the Relay Center)

State-of-the-Art Technology

As the provider of relay services for the State of Alabama, Sprint offers several enhanced features to improve the telecommunications access of STS relay users. These advanced features include:

- Message Retention (up to 24 hours)
- STS Called Numbers
- Privacy Option
- STS Contact Information
- STS Email Call Set-up
- STS with Voice Carry Over
- Specialized STS Customer Service (including Training Line)
- Wireless Access - STS (*787)

Wireless Access – STS (*787)

Sprint is excited to announce the first wireless short-code solution for STS users. Since early 2012, Sprint wireless customers have been able to dial *STS (i.e., *787) to reach a Speech to Speech CA quickly and easily from anywhere in the nation. All callers who are physically located within the state will automatically be connected to a Speech-to-Speech CA. This service is available to both callers with and without a speech disability, who need to place a STS call. Voice callers needing to place a call to a STS user may also use this service.

When Alabama TRS customers travel outside of the state, callers will automatically connected to STS based on their physical location. If they are in a state where Sprint is the Relay provider, the caller is connected to the State's STS service. If not, callers are automatically transferred to Sprint's interstate STS service, where they will be able to place interstate calls only. This exciting new enhancement grants additional mobility and flexibility for STS users.

STS Message Retention

In addition, Sprint has expanded its Customer Profile to allow STS users to retain messages for up to 24 hours. The STS user may dictate the first message to be read to the called party. This feature allows the STS user to request that this initial message be retained in the Relay system for up to 24 hours. This is especially helpful if the STS user needs to leave a message and the line is busy. If the called party is unavailable (e.g. busy signal, no answer), the STS user may request that the STS message be retained. Over the next 24 hours, the STS user can redial their state STS and request that the call be attempted without delay. At the end of 24 hours, the message is automatically deleted from the Customer's Profile.

STS Called Numbers

Sprint will continue to offer the ability for STS users to maintain a record of regularly called names and telephone numbers. Sprint's speed dialing functionality (also known as frequently dialed numbers) allows Relay users to store up to 30 frequently called telephone numbers in their

Customer Profile. This information, along with other preferences described below, will be transferred to any new STS provider.

When the STS user calls into the center, the user can simply provide the CA the "short-hand" name or code associated with that number instead of the entire 10-digit number. For example, a caller can simply request, "Please call mom," and the STS CA will dial the associated ten-digit telephone number without delay.

Please see the graphic below for the written Customer Profile form, which encourages STS users to register speed dial entries.

Frequently Dialed Numbers (Speed Dial for Non-Emergency Calls):

Note: Limit 30 characters per name

	Name	Area Code & Phone Number
1		
2		
3		
4		
5		

*If you need to add more information, go to the **Additional Information** section on the page 3.*

STS with Privacy Option

Sprint offers STS users the ability to communicate without the CA hearing the voice party. If this option is selected, the CA simply listens to the voice of the STS user and repeats messages according to the STS users' preference.

STS Contact Information

Communicating telephone numbers may be difficult for some STS users. This feature allows STS users to simply advise friends, family and others to dial 7-1-1 to reach them. Once connected, the person can simply provide the STS user's name to the STS CA. The STS CA will use the STS user's profile information provided for this purpose to connect to the STS user based on the registered STS user's hours and days of availability. In this manner the inbound caller can be connected with the STS user at their location.

Emergency Numbers

In most emergency situations, STS callers dial 9-1-1 first for emergency help. However, this may be especially challenging for STS users. STS users also have the ability to list up to ten additional emergency phone numbers in their Customer Profile. Contacts such as a doctor's office, the local/state poison control center and the local hospital are used for this purpose.

B.6 Caller ID

§64.604 (b) (6) Caller ID. When a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party.

Alabama Relay, through their contract with Sprint, provides true Caller ID service through SS7 signaling where the 10-digit number of the calling party is passed through to the called-party for local and long distance calls. Sprint will receive calling party identifying information including blocking information, from all TRS users.

Customer Control

With Sprint's TRS Caller ID, the Relay user is in control. Relay users with this feature are able to disable or block their Caller ID information from being transmitted with their LEC on either a 'per-call' or a 'per-line' basis.

The TRS user can view the calling party's information before picking up the phone. The Relay user can then decide whether or not to answer the call based on the name and number displayed on the Caller ID unit or their telephone display screen.

With Sprint's Caller ID, there are numerous benefits for TRS users, including:

- Increased privacy
- Documentation of calls received
- A count of incoming calls on the display screen
- Phone numbers of hang-up callers
- Prompt emergency call processing

When Caller ID information is not passed through, as with standard telecommunications, the call recipient will receive a message such as "Out of Area" or "Caller Unknown."

Technology

Sprint Relay offers True Caller ID for all local and long distance calls to Carriers who have SS7 connectivity with Sprint. Sprint's SS7 network interfaces with all national long distance Carriers and major LECs, CLECs, and ILECs.

Sprint's Caller ID SS7 solution includes receiving the privacy bit information from the inbound Relay caller as well as other SS7 call information elements such as: the Calling Party Number, Charge Number and Originating Line Information. Sprint passes through the calling party information (rather than 711 or the number of the TRS Center).

Caller ID Enhancements

Many Caller ID enhancements are compatible with the Relay service and can be accessed by TRS users.

Selective Call Acceptance

Selective Call Acceptance allows a user to create a list of phone numbers so that the user will receive only calls from numbers on that list. All other callers will be directed to an announcement that says "The number you have dialed is not accepting calls at this time." If this recording is reached by Relay, it will be typed or spoken to the inbound caller. When Selective Call Acceptance is in effect, it supersedes all other enhanced features.

Selective Call Rejection

Selective Call Rejection enables the user to create a list of special phone numbers so that when a call is received from that number, the call will be rejected. If this recording is reached by Relay, it will be typed or spoken to the inbound caller.

Selective Call Forward

Selective Call Forward enables the user to create a list of special phone numbers so that when a call is received from someone on that list, the call will be forwarded to a designated number.

Privacy ID (Anonymous Call Rejection)

Privacy ID, also known as Anonymous Call Rejection, allows users to restrict incoming calls from parties who have blocked their Caller ID information.   If the name or number of the person that calls you is unknown, the caller hears a recorded message, such as:

"The person you are calling does not accept blocked or unknown calls. At the tone, please say your name or company name and your call will be connected."

This information will be typed or voiced to the originating caller. If the calling party wishes to leave their name, it will be left by the CA. The called party, if hearing, may listen to the recording and choose an option to answer, block or send to voice mail. Realizing that not all users will be able to hear this recording by the calling party, some companies have implemented additional enhancements outlined below:

Instant Access List (Preferred Caller List)

Users may designate a list of up to 10 numbers that can bypass the Sprint Privacy ID function. If a caller's number displays while their name doesn't, adding their number to this list will let their calls through.

Caller's Access Code

Caller's Access Code allows a user to designate an override code for Privacy ID. The user may share this code with friends and family, as desired. When the calling party calls, they may choose to enter a code during the intercept greeting to bypass the Privacy ID screening so their call will go through. This works great for friends and family who frequently call from areas where Caller ID is not available.

Functional Standards

C.1 Consumer Complaint Logs

§64.604 (c)(1)(i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution. (ii) Beginning July 1, 2008, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2012 shall indicate the number of complaints received from the date of OMB approval through May 31, 2012.

Alabama Relay has established policies regarding complaints, inquiries, comments and commendations related to Relay Services and personnel. Upon receipt of a direct complaint filed by a customer, a designated representative will accept the complaint, provide the customer with information regarding the process for resolution and will offer to follow-up with the customer. Sprint ensures that all records will include the name and/or address of the complainant (when offered), the date received, the CA identification number, the nature of the complaint, and the result of any investigation and the date of resolution.

Alabama Relay works closely with their TRS provider (Sprint) to identify contact particulars such as: consumer type (TTY, VCO, HCO, Voice or Speech-to-Speech), customer contact information (when given), CA identification numbers, the call handling center and over forty-five contact categories including: complaints, inquires and unsolicited commendations.

Sprint submits reports detailing the information above. Each report will include the following information:

- Name of the complainant or commendation
- The date of the contact, complaint or compliment
- The nature of the complaint or comment
- The action taken; i.e., technical support, service explanation, CA development area, preparation of commendation

All contacts and complaints received by Customer Service, Supervisors, and Account Management will be documented in Sprint's customer contact database.

Customer Contacts Online Database (CCOD)

To further support the complaint resolution process, Sprint has developed a Customer Contact Online Database (CCOD), which serves as a seamless and timesaving device for documenting customer contacts.

The CCOD will automatically notify the TRS Sprint program manager assigned to the State of Alabama via email of any complaint entry, ensuring that they receive timely notification of consumer concerns. The CCOD will track consumer contact information as required by the FCC.

By approximately June 15th of each calendar year, Sprint submits a copy of 12-month complaint log report for the period of June 1 - May 31 to the State relay administrators. The Alabama Public Service Commission reviews the log and then passes the complaint log to the FCC by July 1st of each year.

See **Appendix F** for copies of the last five years of Alabama Relay complaints and commendations that have been submitted to the FCC.

C.2 Contact Persons

§64.604 (c)(2) Contact persons. Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following: (i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions; (ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and (iii) The physical address to which correspondence should be sent.

Alabama Relay callers may file intrastate complaints and commendations regarding Alabama Relay services through the following contacts:

Account Manager Name	Missy McManus
Address	411 Huger Street; Columbia, SC 29201
Web Address	www.alabamarelay.com
E-mail	Melissa.mcmanus@sprint.com
TTY	803-951-1660
Fax	803-403-8354
Voicemail	803-403-9763

Contract Administrator Name	Jerry Renfroe
Address	Telecommunications Association of the Southeast
	100 N. Union St.; Suite 826
	Montgomery, AL 36104
Voice	334-265-1660

C.3 Public Access to Information

§64.604 (3) Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.

The Alabama Dual Party Relay Fund program supports not only the Telecommunication Relay Services but three other programs as well:

1) Alabama Telecommunications Access Program (Equipment Program)
2) Newslink for the Blind
3) Sign Language Interpreter Training Education Program

 Outreach education is a significant method to inform relay and non-relay users about the varied free relay services available to them. A substantial amount of the funds are used on activities that publicize and educate the public at large regarding what services are available and how to access and properly use the available variety of relay services. The outreach plan is expanded monthly, dependent on the availability of community events and other advertising mechanisms. A variety of outreach promotional channels are exemplified in the following appendices:

       Appendix G   Alabama Relay Annual Reports
       Appendix H   Alabama Relay Website Screenshots
       Appendix I   Alabama Relay Flyers
       Appendix J   Alabama Relay TRS Information in Directories

Alabama Relay Annual Reports
After the end of each fiscal year, an annual report is developed which outlines Alabama Relay trends in each relay service, explains enhancements made to the Alabama Relay TRS and CapTel services, describes outreach activities performed, and showcases marketing materials developed or broadcast. All this information is found in **Appendix G**.

Website
The Alabama Relay website, www.alabamarelay.com, provides information on the various relay services, explains how each relay call is handled, offers consumers an online form to note their personal preferences, and more. The Relay Program Manager monitors trends on the website through regular reports identifying the most accessed pages. **Appendix H** indicates the specific relay service explained on that webpage accessed.

Literature

Alabama Relay products and services continued to be promoted via outreach activities, brochures, instructional and marketing flyers, literature advertised in various publications, mass e-mails, and in one-on-one settings.

During the past fiscal year, two one-page flyers were developed, one about the Alabama Relay TRS service and one about the CapTel service. The TRS flyer lists the numbers for the various relay services. The CapTel flyer briefly explains how the phone works and how to obtain one. These are found in **Appendix I**.

Public Service Announcements

Nearly each fiscal year, Alabama Relay promoted TRS and CapTel products and services by broadcasting public service announcements (PSA) about relay services. During the recent fiscal year, the PSAs were broadcast a total of 1,500 times from October 3 to December 5, 2011. PSAs were aired in the following cities:
• Birmingham
• Dothan
• Huntsville–Decatur–Florence
• Mobile–Pensacola
• Montgomery

These PSAs are voiced, open-captioned, and contain onscreen info such as the Alabama Relay logo, phone number, and website address.

The PSA was aired during high-visibility programs such as:

- The Young and the Restless
- The Today Show
- Rachael Ray Show
- The Dr. Oz Show
- Good Day, Alabama
- The View
- Wendy Williams

The PSA was also aired during several local news broadcasts and other popular shows.

In addition to the CapTel PSA, a PSA on Speech-to-Speech was developed and broadcast as well:

TRS Information in Directories
Placing Alabama Relay TRS numbers in directories throughout the state makes relay information visible and available to consumers. **Appendix J** contains an example of such information.

C.4 Rates

§64.604 (4) Rates. TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination

Alabama Relay users are not charged more for services than for those charges paid by standard "voice" telephone users. TRS users, who select Sprint as their interstate carrier, will be rated and invoiced by Sprint. The caller will only be billed for conversation time. Those users, who select a preferred interstate carrier via the Alabama Relay COC list, will be rated and invoiced by the selected interstate carrier.

By FCC jurisdiction, Sprint has two separate Message Telephone Service rates – one for interstate and one for intrastate.   The table below exhibits the discounted rates off Sprint's Message Telephone System (MTS) rates.

	Intrastate	**Interstate**
Day (7 AM – 6:59 PM)	35%	50%
Evening (7 PM – 10:59 PM)	25%	50%
Night/weekend (11 PM – 6:59 AM; all day Saturday & Sunday)	10%	50%

C.5 Jurisdictional Separation of Costs

§64.604 (5) Jurisdictional separation of costs—(i) General. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended (ii) Cost recovery. Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under §64.605, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.

All Alabama Relay intrastate and interstate minutes are reported separately to the state on the Sprint invoice. The interstate and international minutes are reimbursed by the TRS Interstate Fund. The local and intrastate minutes are reimbursed by the State. On individual customer invoices, Sprint deducts minutes for which the Rolka Loube Saltzer Associates (RLSA), the Interstate

Telecommunications Relay Services (TRS) Fund (Fund) administrator, reimburses. These deductible minutes are associated with these call types: Interstate, International, Interstate Directory Assistance, Toll Free and 900. In accordance with FCC rules, states only receive a 51% deduction for Toll Free and 900 minutes for which RLSA reimburses. For RSLA reimbursement, Sprint uses a cumulative report of eligible customers to calculate its monthly reimbursement request. An invoice and supporting documents are sent monthly to RSLA for reimbursement.

History

By notice issued August 4, 1987, Informal Docket U-3089, the Alabama Public Service Commission sought comments pertaining to the establishment of a dual-party relay system which would entitle the hearing and speech impaired community of Alabama to the same access and use of the telephone network as those without such impairments. Comments were received from various telecommunications companies and all comments were supportive of implementation of this system.

The Commission, being of the opinion that the implementation of the dual-party relay system is in the best interest of all citizens of Alabama, stated its intention to achieve implementation of this system at the earliest possible date and solicits the cooperation of all local exchange companies in the State to achieve the same. This docket was signed by the PSC president and two commissioners on December 10, 1987. The entire text can be found in **Appendix K**.

Collecting Costs
Through statute number 88-259 signed and dated by the Senate and House of Representatives on April 12, 1988, it gave authority to the Alabama Public Service Commission to enact a surcharge on each access line of each customer of the local exchange companies operating in Alabama to fund a dual-party relay system whereby a deaf or hearing-impaired person may communicate with other such persons or with normal hearing persons via telephone. The entire text can be read in **Appendix L**.

Today, a $0.15 surcharge is collected on all local exchange companies and competitive local exchange customer's bills.

Telecommunications Relay Fund

§64.604 (c)(5)(iii) through §64.604 (c)(iii)((M) does not pertain to State programs. However, the state of Alabama contracts with Sprint who contribute and collect interstate funds through RLSA. It is the State's understanding that Sprint complies with the appropriate mandates under this section.

§64.604 (c) (7) (N) (1-4) pertain to VRS providers. The State of Alabama does not provide VRS services, does not contract to provide VRS services and is exempt from this section.

C.6 Complaints

§64.604 (6) (i) Referral of complaint. If a complaint to the Commission alleges a violation of this subpart with respect to intrastate TRS within a state and certification of the program of such state under §64.605 is in effect, the Commission shall refer such complaint to such

state expeditiously. (ii) Intrastate complaints shall be resolved by the state within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, a state PUC, the relay provider, or with any other state entity.

Alabama Relay works in conjunction with the TRS provider, Sprint, to establish a complaint resolution procedure to ensure complaints are resolved within 180 days of filing. If the complaint concerns a specific CA, an Operations Supervisor follows up and resolves the complaint. The role of the supervisor is to:

- Accept all types of complaints, issues and comments.
- Handle all service type complaints.
- Resolve complaints with Communication Assistants.
- Follow up with customers if requested by the customers.

If the complaint concerns a specific technical issue, a trouble ticket is filed and the ticket number is documented on the customer contact form. The ticket will be investigated and resolved by an on-site technician.   The state-assigned Relay Program Manager is responsible for tracking all technical complaints and following-up with customers on resolutions.

If a miscellaneous complaint is filed with customer service, a copy is faxed to the appropriate Relay Program Manager for resolution and follow-up with the customer. Alabama customers also have the option of calling Sprint's 24-hour Customer Service department (1-800-676-3777), the Sprint Relay Program Manager or the Alabama Public Service Commission to file complaints or commendations.   See **Appendix M** for the Alabama Public Service Commission's complaint process.

Contract Administrator Name	Jerry Renfroe
Address	Telecommunications Association of the Southeast
	100 N. Union St.; Suite 826
	Montgomery, AL 36104
Voice	334-265-1660

Alabama Relay has adopted the informal FCC procedure of closing all complaints, complete with a satisfactory resolution, within 180 days of the date the complaint was filed. Alabama Public Service Commission submits all complaints from June 1-May 31st to the FCC by the annual July 1st deadline. To see copies of the Complaint Log Summaries from 2008 through 2012, please refer to **Appendix F**.

C.7 Treatment of TRS Customer Info

(7) Treatment of TRS customer information. Beginning on July 21, 2000, all future contracts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service provision. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold,

distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.

Alabama Relay, through Sprint's Customer Preference Database, includes type of call, billing information, speed dialing, slow typing, carrier of choice, emergency numbers, blocked outbound numbers, language type (English, Spanish, ASL) and call notes in customers' profiles. At the end of the ensuing contract(s) Sprint will transfer all TRS database records to the next incoming relay provider, at least 60 days prior to the last day of service, in a usable format.

Sprint does not use customer information for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Sprint will not sell, distribute, share or reveal in any other way by the relay center or its employees, unless compelled to do so by lawful order.

§64.606 State Certification

3(b)(1) Requirements for state certification. After review of state documentation, the Commission shall certify, by letter, or order, the state program if the Commission determines that the state certification documentation: (i) Establishes that the state program meets or exceeds all operational, technical, and functional minimum standards contained in §64.604; (ii) Establishes that the state program makes available adequate procedures and remedies for enforcing the requirements of the state program, including that it makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints; and (iii) Where a state program exceeds the mandatory minimum standards contained in §64.604, the state establishes that its program in no way conflicts with federal law.

ADA Requires TRS Services
In July 1990, the Americans with Disabilities Act (ADA) was passed by the United States Congress. Title IV of the ADA requires that all states provide relay services to deaf and hard of hearing people 24 hours a day, 7 days a week, 365 days a year.

Alabama Relay History
By notice issued August 4, 1987, Informal Docket U-3089, the Alabama Public Service Commission sought comments pertaining to the establishment of a dual-party relay system which would entitle the hearing and speech impaired community of Alabama to the same access and use of the telephone network as those without such impairments. Comments were received from various telecommunications companies and all comments were supportive of implementation of this system.

The Commission, being of the opinion that the implementation of the dual-party relay system is in the best interest of all citizens of Alabama, stated its intention to achieve implementation of this system at the earliest possible date and solicits the cooperation of all local exchange companies in the State to achieve the same. This docket was signed by the PSC president and two commissioners on December 10, 1987. The entire text can be found in **Appendix K**.

Collecting Costs

Statute

Through statute number 88-259 signed and dated by the Senate and House of Representatives on April 12, 1988, it gave authority to the Alabama Public Service Commission to enact a surcharge on each access line of each customer of the local exchange companies operating in Alabama to fund a dual-party relay system whereby a deaf or hearing-impaired person may communicate with other such persons or with normal hearing persons via telephone. The entire text can be read in **Appendix L**.

Section 3 of the above-mentioned statute states that: "The local exchange companies shall collect the surcharge from their customers and transfer the monies collected to a private fund to be held separate from all other funds and used solely for the administration of this system." The Alabama Public Service Commission revisited the informal docket U-3089-#2 and appointed members for its Alabama Dual Party Relay Board. This docket was formally signed on May 6, 2011. **Appendix N** has the full text.

Collecting Costs

Today, a $0.15 surcharge is collected on all local exchange companies' and competitive local exchange customer's bills. See **Appendix O** for this surcharge on a phone bill.

Alabama Relay was approved for TRS Certification Renewal by the FCC in 2008. For a copy of this letter, please see **Appendix P.**

§64.606(f) Notification of substantive change. (1) States must notify the Commission of substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change.

There have been no substantive changes in the Alabama Relay contract.

Appendix A:

FCC TRS Public Notice, July 25, 2012

Page: 43

PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: http://www.fcc.gov
TTY: 1-888-835-5322

DA 12-1187
July 25, 2012

CONSUMER AND GOVERNMENTAL AFFAIRS BUREAU REMINDS STATE TELECOMMUNICATIONS RELAY SERVICE PROGRAMS TO SEEK RECERTIFICATION

CG Docket No. 03-123

This Public Notice alerts states and territories that the certifications that they now hold for the provision of telecommunications relay services (TRS) will expire on July 26, 2013.[1] Under the Federal Communications Commission's (Commission's) TRS regulations, each state or territory may file an application for "renewal" of its certification one year prior to expiration, *i.e.,* beginning on July 26, 2012.[2] Although there is no prescribed deadline for filing, we request that renewal applications be filed no later than October 1, 2012, to give the Commission sufficient time to review and rule on the applications prior to the expiration of the existing certifications.

Congress created the TRS program in Title IV of the Americans with Disabilities Act of 1990 (ADA),[3] codified at Section 225 of the Communications Act of 1934, as amended (Act).[4] TRS enables persons with hearing and speech disabilities to access the telephone system to communicate with other individuals.[5] Under the Act, the Commission must ensure the provision of TRS that is functionally

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[1] As amended by Section 103(a) of the Twenty-First Century Communications and Video Accessibility Act of 2010 (CVAA), TRS is defined as "telephone transmission services that provide the ability for an individual who is deaf, hard of hearing, deaf-blind, or who has a speech disability to engage in communication by wire or radio with one or more individuals, in a manner that is functionally equivalent to the ability of a hearing individual who does not have a speech disability to communicate using voice communication services by wire or radio." Pub. L. No. 111-260, 124 Stat. 2751, *technical amendments*, Pub. L. No. 111-265, 124 Stat. 2795 (Oct. 8, 2010) § 103(a), codified at 47 U.S.C. § 225(a)(3). *See also Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order, Order on Reconsideration, and Further Notice of Proposed Rulemaking, 19 FCC Rcd 12475, 12479, ¶ 3 n.18 (2004) (describing how a traditional TRS call works).

[2] 47 C.F.R. § 64.606(c)(1). Since 1993, the Commission has granted states certification to operate their own TRS programs in five year increments. The Consumer and Governmental Affairs Bureau, under delegated authority, issued its last round of certification grants in July 2008.

[3] Pub. L. No. 101-336, 104 Stat. 327 (July 26, 1990).

[4] 47 U.S.C. § 225.

[5] 47 U.S.C. § 225(a)(3).

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equivalent to voice telephone service.[6] The Commission's TRS regulations set forth mandatory minimum standards that TRS providers must follow to meet this functional equivalency mandate.[7]

Under Section 225, states wishing to establish their own TRS programs for the provision of intrastate and interstate TRS over the public switched telephone network may receive Commission certification to do so.[8] All certified state TRS programs are required to provide traditional (TTY-based) TRS, interstate Spanish language traditional TRS, and Speech-to-Speech relay (STS) service.[9] States may also offer captioned telephone relay service (CTS). States seeking renewal of their certification must include information about each of these services in their applications so that the Commission can ensure that the provision of these services is consistent with its rules and that the state is exercising responsibility for oversight of these services.[10]

Specifically, in order to obtain certification, a state must submit documentation to the Commission that describes its relay program and include its procedures and remedies for enforcing any requirements that the program may impose.[11] In addition, a state must establish that its program makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints.[12] The Commission's TRS regulations explain that documentation should be submitted in narrative form, and that the Commission shall give the public notice of such applications.[13]

The state certification process is intended to ensure that TRS is provided in a uniform manner throughout the United States and territories. Applications for certification will be reviewed to determine whether each state TRS program has sufficiently documented that it meets or exceeds all of the applicable operational, technical and functional mandatory minimum standards set forth in section 64.604 of the Commission's rules.[14] If the program exceeds the mandatory minimum standards, the state must establish

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[6] 47 U.S.C. § 225(a)(3).

[7] *See* 47 C.F.R. §64.604.

[8] Although state TRS programs may offer interstate as well as intrastate TRS, only the costs associated with the provision of intrastate TRS are recovered from the state. *See* 47 U.S.C. §225(d)(3). States with certified TRS programs may allow TRS providers operating under their programs to recover such costs by a method consistent with the jurisdictional separation of costs requirements of Section 225. *See id.* Costs associated with the provision of interstate TRS are recovered from subscribers of interstate and Voice over Internet Protocol (VoIP) service, and such providers are reimbursed through the TRS Interstate Fund. *Id.* In October 2011, the Commission adopted rules to implement Section 103(b) of the CVAA, requiring interconnected and non-interconnected VoIP service providers to participate in and contribute to the TRS Fund. *See* CVAA § 715; 47 U.S.C. § 616; *Contributions to the Telecommunications Relay Service Fund*, CG Docket No. 11-47, Report and Order, 26 FCC Rcd 14532 (2011).

[9] *See* 47 C.F.R. § 64.603.

[10] Since 2003, CTS has been a non-mandatory type of TRS that is eligible for compensation from the states for intrastate calls and from the Interstate TRS Fund for interstate or IP-based CTS calls. *Telecommunications Relay Services, and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CC Docket No. 98-67, Declaratory Ruling, 18 FCC Rcd 16121 (2003). If a state does not offer CTS, it need not submit documentation in its certification application pertaining to this service.

[11] 47 U.S.C. § 225(f); 47 C.F.R. § 64.606(a).

[12] 47 C.F.R. § 64.606(b)(1)(ii).

[13] 47 C.F.R. § 64.606(a).

[14] 47 U.S.C. § 225(f)(2)(A). See 47 C.F.R. § 64.604.

that the program does not conflict with federal law.[15] In addition, applications will be reviewed to ensure that each state TRS program makes available adequate procedures and remedies for enforcing the requirements of each state's program.[16]

PROCEDURES FOR FILING: All filings must reference CG Docket No. 03-123 and be captioned "TRS State Certification Application."

Electronic Filers: Filings may be filed electronically using the Internet by accessing the Commission's electronic comment filing system (ECFS): http://apps.fcc.gov/ecfs//. Follow the instructions provided on the website for submitting electronic filings. For ECFS filers, in completing the transmittal screen, filers should include their full name, U.S. Postal service mailing address, and **CG Docket No. 03-123**.

Paper Filers: Parties who choose to submit by paper must submit an original and one copy of each filing. To expedite the processing of the applications, parties submitting by paper are encouraged to submit an additional copy to Attn: Dana Wilson, Federal Communications Commission, Consumer and Governmental Affairs Bureau, 445 12th Street, SW, Room 3-C418, Washington, DC 20554 or by email at Dana.Wilson@fcc.gov. Parties should also submit electronic disk copies of their certification filing. The electronic media should be submitted in "read-only" mode and must be clearly labeled with the state's name, the filing date and captioned "TRS Certification Application."

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission. All hand-delivered or messenger-delivered paper filing for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th Street, SW, Room TW-A325, Washington, DC 20554. The filings hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of *before* entering the building.

Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail must be addressed to 445 12th Street, SW, Washington, DC 20554.

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[15] *See* 47 C.F.R. § 64.606(b)(1)(iii).

[16] 47 U.S.C. § 225(f)(2)(B).

SUMMARY OF STATE TRS PROGRAM CERTIFICATION TIMELINE

DATE	ITEM	FCC ACTION
Beginning July 2012	Commission issues Public Notices seeking comment on state TRS applications that have been filed.	Comments are due within 30 days of release of the Public Notices; reply comments are due within 15 days thereafter.
July 2012 – May 2013	Commission reviews applications for TRS recertification for compliance with 47 C.F.R. §§ 64.604 and 64.606.	If necessary, Commission sends deficiency letters requesting additional information from states to confirm compliance with the TRS mandatory minimum standards and other certification requirements.
May - July 2013		Commission issues Public Notices and Letter Orders of certification renewals.

ADDITIONAL INFORMATION

A copy of this *Public Notice* and related documents are available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW, Room CY-A257, Washington, DC 20554. These documents also may be purchased from the Commission's duplicating contractor, Best Copy and Printing, Inc. (BCPI), Portals II, 445 12th Street, SW, Room CY-B402, Washington, DC 20554. Customers may contact BCPI at their web site: www.bcpiweb.com or by calling (202) 488-5300. Filings also may be found by searching on the Commission's Electronic Comment Filing System (ECFS) at http://apps.fcc.gov/ecfs// (insert CG Docket No. 03-123 into the Proceeding block).

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer and Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* also can be downloaded in Word or Portable Document Format (PDF) at: http://transition.fcc.gov/cgb/dro/trs.html.

For further information regarding this *Public Notice*, please contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disability Rights Office, at (202) 418-2247 (voice), (202) 418-2297 (TTY), or e-mail at Dana.Wilson@fcc.gov**.**

Appendix B:

Sprint TRS, STS, CapTel Training Outlines

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Appendix B: Sprint TRS, STS, CapTel Training Outlines

	TRS TRAINING SCHEDULE	
DAY 1	Welcome Packet/Important Numbers/Confidentiality Forms Building Tour, Lockers, Keycard check, Login Numbers Training Goals and Expectations What is Relay? Video: Making the Right Connection How We Got Here – Orientation - Why we're here. Contract Information Introduction of Training Workbooks TTY Overview/Abbreviations, Descriptive Words/Background Noises	ASL Introduction – ASL Workbooks Overview of System and Equipment Skills i.e. Typing, talking, listening, reading Enter Tour Preferences: Admin Presentation Connecting to Relay Headset Orientation Basic Call Processing Procedures (TTY - Voice) Observe Calls *Typing Practice/Tests if necessary
DAY 2	(TTY – Voice) – continued Role Play Introduction Review (TTY - Voice) TTY - VOICE PRACTICE Phone Image/Rudeness Detachment Expressive Typing Variations Deaf Culture: Quiz about Deafness	Observe Calls Continue Call Processing (Voice - TTY) Administer Spelling Test VOICE - TTY PRACTICE HR – Orientation presentation Review for Test #1 *Typing Practice/Tests if necessary
DAY 3	Review – Variations Branding Recording Feature Answering Machines/Answering Machine Retrieval (AMR) Control D Feature/ Pagers Voice Mail	Pagers/Beepers Deaf Culture: Deaf Timeline Practice Role Plays Observe Administer Test #1 *Typing Practice/Tests if necessary
DAY 4	VCO - Non-Branded VCO - Branded Practice Role Plays Privacy Feature (VCO) VCO Answering Machines Voice to VCO Two Line VCO	Variations Practice Role Plays Desensitization Observe Review for Test #2 Typing Practice/Tests if necessary
DAY 5	Review Surveys (TTY - Voice and Voice- TTY)/ Observe Billing/ Immediate Credit Prepaid Calling Cards Roaming	Deaf Culture: ASL Worksheets ASL Workbook Practice Role Plays Administer Test #2 *Typing Practice/Tests if necessary
DAY 6	Review Changing CAs - Video and Call Takeover Process Directory Assistance Sprint International/ 900 calls HCO - Non Branded HCO - Branded Voice - HCO HCO Answering Machines	Practice Role Plays ASL Translation – Presentation by staff interpreter or individual with experience Observe - Type Review for Test #3 HR - Benefits *Typing Practice/Tests if necessary
Day 7	Review Practice Role Plays Customer Service Operator Services for the Deaf (OSD)	Device to Device Administer Test #3 Observe - Talk *Typing Practice/Tests if necessary
DAY 8	Review Practice Role Plays - VCO Final - VCO Surveys/ Observe ASL Translation Customer Database (CDB) Features	Emergency/ Threats Help Screen Review Take Calls - assisted Review for Test #4 *Typing Practice/Tests if necessary

TRS TRAINING SCHEDULE		
DAY 9	Review Variations Practice Role Plays Return ASL Workbooks and Discussion Adherence/Trades/OT - OA Presentation	Administer Test #4 Overview of Federal Relay Take FRS Calls - assisted Review for Test #5 *Typing Practice/Tests if necessary
DAY 10	Administer Test #5 Final Review/ Questions & Answers Detachment Life After Training Complete Typing Tests if necessary	Graduation Take Calls Take digital pictures for Sprint ID Badge

Figure 1 - TRS CA Training Schedule

Topics Covered During Training

The following is a comprehensive list of all training topics covered by Sprint during initial training.

TRAINING TOPICS		
Orientation	Welcome and Introductions Introduction to Each Other Sprint Nextel Corporation (or Vendor Company) Sprint ahead Values Sprint Nextel Overview History of Sprint Corporation Founders Long Distance Local Telecommunications PCS	Internet Services Product Distribution The Sprint Campus The Sprint Nextel Merger Telecommunications Relay Service What is Relay? Relay Agent Training Relay- Connect to Your Future Video Observation Guidelines How a Call Reaches Sprint Nextel Relay

Connecting to Relay	The Role of a Relay Agent
	Connecting to Relay
	711
	Dedicated Toll-Free Numbers
	Equipment
	TTY
	TTY Basics
	TTY Etiquette
	Closing a Conversation
	Agent Responsibility
	Call Set Up
	Call Closing
	TTY to Voice Closing a Conversation
	Operator Role Closure
	Operator Close Protocol Guide:
	Disallowed Calls
	Glossary of Abbreviations and Terms
	TTY Practice Session
	Auto-Corrected Abbreviations
	Standard Abbreviations
	Typing Variations
	Internet Characters
	Non-Baudot Supported Characters
	Verbatim - Style
	Contraction Spelling
	Punctuation
	Agent/Operator Role
	SKSK
	Background Noises While TTY user is Typing
	Typing Monetary Units
		Sprint IP User Connects to Agent but wants
		    Customer Service
		Sprint IP Two Line VCO
		FRSO- Federal Relay Service Online
		FRSO call processing
		FRSO Reporting
		FRSO variations
		Sprint IP/FRSO International Calling
		Sprint IP/FRSO Variations
		Sprint IP/FRSO Fast Busy
		Sprint IP/FRSO Two Line VCO
		Sprint IP/FRSO Conversation Lag Time
		Sprint IP/FRSO Interrupts
		Voice to AIM (AOL)
		VM Greeting
		Voice to AIM procedures
		Voice to AIM variations
		Blocked screen names - suspect
		    international locations.
		Cellular and Wireless Phones
		Video Relay Service
		Blackberry Devices and Pagers
		TTY Public Payphone
		Sprint National Relay
		Sprint International (SI)
		Inbound international calling
		Sprint International Variations
		Non-Standard TTY
		Outbound International calling
		Transfer Menu

TRAINING TOPICS		

	711
	TTY Garble During Typing
	XXX to Correct Typing Error
	Other Communication Devices
	Data Transmission Speed
	Turbo Code
	Turbo Code Interrupt
	Enhanced Turbo Dial Through - (ETurbo)
	Disable Turbo Code Mode
	ASCII - American Standard Code Information
	     Interchange
	ASCII Interrupts
	Sprint IP - Internet Relay
	Sprint IP call processing
	Internet Relay variations
	Sprint IP RELAY: Internet & IM access
	'GA' is optional
	Sprint IP Standard Service Explanation
	Text Flow
	Interruptions without garble
	Conversational flow
	ASL Emoticons – Smileys – Text Message
	     Abbreviations
	IP Acronyms
	Sprint IP Variations
	911 Emergency Calls
	Spanish and French Language Service
	International calling restrictions
	Sprint IP
	Correctional facilities/Jails
	Info Digit list
		Reseller call processing
		CapTel
		Relay to CapTel
		CapTel to Relay
		CapTel Transfers
		Dedicated State CapTel Transfer
		Alternate Languages
		Spanish Language Customer Service
		Relay Caller ID
		True Caller ID
		Per Call Block
		Per Line Block
		Permanent Call Blocking
		Caller ID Blocking - True Caller ID – SS7
		Connecting Variations
		Misdialed Relay Phrase
		Dialed 711 Instead of 911
		711 Spanish
		Request for Relay Numbers
		Cellular/Wireless problem reaching 711
		611/811 (LEC Service Access)
		700
		900 Numbers and Call Processing
		Correctional Facility/Prison Calls
		FAQS on the Use of Relay through
		     Correctional Facilities:
		Correctional Facility Call Processing
		Relay Abuse

Overview of System and Equipment	System Overview Login/Logout Agent Profile The Mouse Clicking the Mouse Dragging/Dropping Copy/Paste Drop Down Boxes Lists Radio Button Scroll Bars Sliders Tables Tables Accessing a Program Screen Displays Call Handling Screen Title Bar Banner Conversation Area Disconnect Message Status Color Scheme Agent Text Transmission Cancel Key Information Bar Profile Help Call Type	Dial Window Scratch Pad Transfer Panel Headset Panel Status Bar Record Feature Function Keys Block Ctrl-Switch Switch The Keyboard Alpha Keys Function Keys Call Handling Keys Numeric Keys Cursor Movement Keys Arrow Keys Backspace Error Correction Function Single Word Edit Function Word Substitution Feature Macros Table Function Keys Ctrl-Function Keys Glossary of Telephony Terms Background Noises Voice Tones/Descriptive Words Standard Abbreviations
Phone Image	Professional Phone Image	Voice Person Speaking in 3rd Person

TRAINING TOPICS		
(Tone of Voice)	How phone image is created Provide warm and friendly greeting Conversational Tone Voice Inflection Audibility and breath control Pitch Quality Operator Role Relay Role Relay Skills Conversational Flow Staying focused Listening skills Customer service skill Coping skills Phrases Background Noises Voice Tones/Descriptive Words Transparency and Caller Control	Pacing the Voice Customer Brief pacing phrases Repeating information Voice Customer does not say "GA Handling Interruptions Voice Tone How Phone Image is Created Provide a Warm Greeting Why Conversational Tone? Transparency, Caller Control & Confidentiality Rudeness, Types of Create an Exceptional Customer Experience Greeting Announce Closing Suggested Redirect Phrases
TTY to Voice and Voice to TTY	TTY to Voice Introduction Connecting to the outbound customer Announcement Explanation of service Deaf or hard of hearing Explanation International Announcement TTY to Voice Procedures TTY to Voice Specific Person Request Variations Specific Person Request TTY to Voice Answered TTY Voice Person Not Available TTY to TTY Call Release TTY to Voice Ans. TTY (TTY to TTY) TTY to TTY Specific Person Request TTY to Voice No Answer Types of Busy Signals Redialing	TTY to Voice Busy Signals Regional 800 Voice to TTY Voice to TTY Introduction Connecting to the outbound customer Voice Greeting Vice call progress Announcement Voice to TTY call (Hearing Person Answer) Explanation of service Voice to TTY Procedures Voice to TTY Specific Person Request Voice to TTY Answered Voice Voice to TTY No Answer Voice to TTY Busy Signal
Branding	Inbound Answer Type Branding Database Branding	Branding procedures
Recordings, Answering Machines, Pagers and AMR	Introduction Recording Feature Information Line Recording (TTY/Voice) Touch Tone Dialing Using Touch Tones (TTY/Voice) Audio text interaction Variations for Recordings Record Feature Tips TTY-Voice Recordings TTY-Voice Recording Information TTY-Voice Answering Machine Variations: Ans Mach/Recording/Pagers Voice Mail Retrieval	AMR (Answering Machine Retrieval) TTY-Voice Pager/Beeper (known) TTY-Voice Pager/Beeper (unknown) Voice to TTY Pager Voice to TTY Answering Machine Other Recording Variations Voice Mail System Privacy Manager/Call Intercept Automatic Redial System Recordings Switchboards Redialing Voicemail thru Switchboard TTY-Voice Asking for Specific Person Live person On Ans Mach Redial
VCO (Voice Carry Over)	VCO Introduction VCO Announcement VCO Service Explanation VCO Equipment Non-Branded VCO Branded VCO VCO No Answer VCO Busy VCO Privacy	Reverse Two-Line VCO Intro Reverse Two-Line VCO Procedure VCO Variations VCO comes in Voice Line 2LVCO Conference Calls VCO Requests Relay to give Relay # VCO Privacy while leaving message VCO Voice Mail Retrieval 2LVCO Voice Mail Retrieval

TRAINING TOPICS		
	VCO Answering Machine Voice to VCO Answered TTY Voice to VCO Answered VCO Two-Line VCO (2LVCO) Intro Two-Line VCO (2LVCO) Procedure	VCO Types and Voices Inbound Customer Requests VCO/HCO VCO Requests CA gives name in notes
Billing	Introduction Local call description Paid by Inbound Over Sprint Network Toll Free Calls Calls that Cannot Be Processed COC (Carrier of Choice) Paid by Inbound Paid by Inbound Alternate Carrier of Choice Alternate Billing (Intro) Billing Options Collect FONCard (Sprint) Description LEC calling card Other long distance calling card Paid by Inbound Third Party Carrier of Choice Pre-paid calling cards Billing Procedures Calling Cards Paid Billing with COC (TTY-Voice) Paid Billing with COC (Voice-TTY) TTY/Voice Pre-Paid Calling Card/800 Card Voice/TTY Pre-Paid Calling Card/800 Card Voice-TTY Collect Specific Person Request	Calling Card -- TTY Originated Calling Card -- Voice Originated Collect Calls Collect Call Intro TTY-Voice Collect Specific Person Requested Person-to-Person Call Person-to-Person Call Processing Collect Call -- TTY-Voice Collect Call -- Voice/TTY Third Party Billing Third Party Billing Intro 3rd Party TTY-Voice Billing Voice Number 3rd Party TTY-Voice Billing TTY Number 3rd Party Voice-TTY Billing TTY Number Immediate Credit Inbound tells wrong # Agent dials wrong # Marine Roaming Feature Restricted Roaming Unrestricted Roaming Billing Variations
HCO (Hearing Carry Over)	HCO Intro HCO Announcement HCO Service Explanation Speech Disabled "S" Non-Branded HCO Branded HCO HCO with Privacy HCO No Answer HCO Busy HCO-Voice Answering Machine	Voice-HCO Answered Voice-HCO Answered TTY (1) (2) Voice-HCO recorded message answers Two-Line HCO (2LHCO) Intro Two-Line HCO Procedure Reverse Two-Line HCO HCO Variations Inbound requests VCO/HCO HCO User Requests to Speak
Customer Database	Enhanced Customer Database Profile Household Profile Edit Household Profile Navigating Customer Database Household Profile Panels Notes Frequently Dialed Numbers Personal Information Preferences COC Restrictions Blocked Emergency #s Speech to Speech STS Messages	Customer Profile Introduction Use/Edit/New/Delete Customer Profile Verify Customer Password for Agent Verify Customer Password -- CSR Only Customer Profile Panels Personal Info Notes Frequently Dialed #s Preferences Emergency #s Speech to Speech STS Messages Database Profile Macros
Directory Assistance	DA Intro Interstate Directory Assistance Intrastate Directory Assistance Automated DA	Call Processing -- Calling from International Number Sprint International Variations Non-Standard TTY

TRAINING TOPICS		
	DA City& State Given; Area Code Unknown DA Variations Sprint International International Transfer Menu Call Processing -- Calling to International Number	Answered Foreign Language Transfer Menu 900 # Call Processing 211/311/511 Requests
Device to Device Calls	Device to Device Intro Function Keys and Banner Messages VCO to TTY and TTY to VCO VCO to VCO TTY to HCO and HCO to TTY	VCO to HCO and HCO to VCO HCO to HCO Device to Device Variations Alternate Call Type reaches recording

Call Processing Variations	CA information
	Area Code Only In From Number
	Conversational Flow
	Static or Poor Connection
	Profanity towards Agent
	Redialing
	Young Children
	Inbound Does Not Connect
	Inbound ASCII
	Charges Refused 800 Number
	Tone Judgments
	Repeating Information
	Restricted Calls
	Two calling from numbers
	LEC Service Office
	611/811
	Double Letters
	Call Waiting Feature
	Conference Calls
	Party Line Calls
	Three-Way Calling
	Hard of hearing Customer Ans TTY Line
	Spanish Calls to TX Sp Speaking Agents
	Request for Alternate Language
	Caller Types in Alternate Language
	Voice Customer Hangs Up During a Call
	Variable Time Stamp
	Customer Misdialed Phrase
	TTY Customer Hangs Up During a Call
	Non Standard TTY Capability
	Relaying Internet Characters
	TTY User Does Not Type GA
	Dispatch Calls – Pizza, Taxi, Carry-out
	Customer Referral Guidelines
	V-T Calls answered by Fax
	Customer Requests
	Holding for Inbound prior to out dial
	Request for Company Information
	Request for Information
	Request for M or F Agent
	Request Specific Agent
	Agent Knows Customer
	Request for Relay Number
	Customer Requests to Call Relay Service
	Request for Calling From Number
	Request Telephone Number Referral
	Request for Date/Time
	Customer Requests Agent to Modify Call
		Request for Length of Call
		Request Long Distance Information
		T-V Call and V Requests Supervisor Call
		    Backs for TTYs
		Multiple Calls
		Sensitive Topics
		Suicide
		Abuse
		Illegal Calls
		Answering Machines
		Hangs Up Before Message Left
		Do Not Type Recorded Messages
		Answering Machine Full
		Change Answering Machine Message
		VCO Requests Leave Message 1st out dial
		Leaving a Message V-TTY Ans V
		Retrieving Messages from TTY V Ans Mach
		TTY Screener
		Request to Leave TTY Message on Ans
		    Mach
		Recordings
		Regional 800
		TTY Requests "Dial That Number"
		Recording with Relay Option
		Alternate Call Recording Reached
		English/Spanish
		Pound
		Touch Tone Phone
		Advertisements
		Do Not Type Recordings
		Get Live Person/Rep
		Conversation Being Recorded
		Dial Number from Recorded Announcement
		VCO
		Conference Calls
		Leave Relay Number
		Voice Mail Retrieval
		VCO Types and Voices
		Prompting
		Data Transmission Box
		Prompting VCO on Hold
		Requests VCO/HCO
		HCO
		Requests VCO/HCO
		Alternate Call Type Recording
		Bridge Left Open

TRAINING TOPICS		
Call Take Over Procedures	FCC Rule Protocol and process flow TTY-Voice and Voice-TTY ASCII	VCO VCO to VCO HCO VCO-TTY and TTY-VCO
Customer Service	Functions Language Services	Procedures
OSD	Operator Services for the Deaf (OSD) Functions	OSD to TRS TRS to OSD
Transparency	Non-Emergency Calls Emergency Center Evacuation	Network Failure
Emergency Call Procedures	Emergency Calls Intro Emergency Services FCC Requirements Emergency Call Processing Emergency Reporting TTY-Emergency Voice-Emergency	TTY-Emergency TTY Call Release Internet-Emergency Internet (IP) Emergency Instant Messenger (IM) Emergency Emergency Call Processing Variations Emergency Form
Federal Relay Service	FRS Intro FRS Announcement FRS Service Explanation FRS Relay Procedures Federal Relay Service call types	FRS Confidentiality Policy FRS Customer Information Requests FRS Customer Contacts FRS Reporting
STS (Speech-to-Speech)	Speech To Speech Training Outline STS Introduction and History STS Description Disabilities Characteristics of STS users Stereotypes Clarifying Phrases Phrases to Avoid STS Phone Image STS Agent Tools Consistency Patience Ask Yes or No Questions No Personal Conversation Phrases You Can Use Speech to Speech Alphabet Transparency/Call Control/Confidentiality	Ways to Reduce/Streamline Notes Standard Abbreviations (STS) STS-Voice Voice-STS STS VCO-Voice Voice to STS VCO (TTY answer r) Voice to STS VCO (VCO answer) STS VCO -- 2 Line VCO TTY-STS STS-TTY Non-branded HCO to STS STS-HCO STS Hold Message STS Call Takeover Confidentiality and Transparency Personal Conversations requests Speech to Speech Variations
Healthy Detachment	Healthy Detachment Intro Objectives Survival Skills Relay Traps	Perception Ways to Reduce Stress Hospitality Phrases
Healthy Relay	A healthy approach toward Relay Introduction Objectives Ergonomics Stretching Exercises Agent Reinforcement Ergonomic Review	Setting up Workstation GUAM - Get Up and Move Ergonomic Relief Slowing the Customer Down Overtime Relaxation
Adult Learner	Understanding the Needs of the Adult Learner The Learning Continuum Use of Different Modalities Adult Learning - Edgar Dale's Cone of Experience Elements of Lesson Design Focus The Adult Learner Objective and Purpose Input	Modeling Checking For Understanding Guided Practice Independent Practice Summary Evaluation How to Give Effective Instruction Questioning Guidelines Feedback - Training and Coaching

TRAINING TOPICS		
		Technique Trust in Management
Assessing Performance	The Assessment Process in Training Assessment Time - What is involved? Practice Time Spelling Test Written tests Side by side evaluations Typing	Acceptable Time Frame Acceptable Is Relative Ways to "Coach" Feedback Maintain Self-esteem and Motivate Pass/Fail Guidelines Introduce Assessment Form Form Set-Up
Introduction to Diversified Culture	Introduction to Diversified Culture Objectives Who Uses Relay Understanding Our Customer Special Communication Needs Pathological vs. Cultural View of Deafness Characteristics of Deafness The Deaf Community	Why is there Deaf Culture? Attachments: What Do You Know About Deafness (Q) What Do You Know About Deafness (A) Myths About Deafness Two Views of Deafness Loudness Levels
Deaf Heritage	History in Europe History in North America Alexander Graham Bell	Edward Miner Gallaudet Oral / Combined Debate
The Deaf Community	Introduction to the Deaf Community National Association of the Deaf Contributions to Society Mainstreamed Schools	American Athletic Assn. of Deaf National Theatre of the Deaf Assistive Devices Gaining Acceptance in the Deaf Community
The Deaf Community	Sign Language Interpreters Different Communication Systems Exposure to English DEAF President Now Attitude Changes toward the Deaf Community	Changes in the Deaf Community Rules for Using a Sign Language Interpreter Interpreting Standards
American Sign Language Part 1	What is ASL? History of ASL ASL Recognized as Language	Rules of ASL Five Parameters of ASL English vs. ASL Idioms
American Sign Language Part 2	Evolution of ASL ASL Syntax	Translate ASL to English and Vice Versa
TTYPhony and TTY Courtesy	First Teletypewriter Evolution of the TTY Telecommunications Laws of Accessibility	TTY Courtesy Development of Relay Service Market
Hard of hearing and Late Deafened Customers	Hard of hearing and Late Deafened Customers Characteristics of Deaf Customers Assistive Devices for Deaf Customers	Establishment of Self Help for Hard-of-Hearing People (SHHH)(Now the 'Hearing Loss Association of America' (HLAA)) Relaying for Deaf Customers
Characteristics of late-deafened Customers	Establishment of Association of late-Deafened Adults (ALDA) Relaying for late-deafened Customers	Deaf-Blind, Speech-Challenged, Spanish Speaking and Hearing Customers
Characteristics of Deaf-Blind Customers	Assistive Devices for Deaf-Blind Customers Relaying for Deaf-Blind Customers	Deaf-Blind Pacing – allows the CA to slow down the transmission to the Braille machine
Characteristics of Relaying for other users	Speech-Challenged Customers Spanish-Speaking Customers	Hearing customers
Ethics and Confidentiality	Interpreting Standards The ADA and FCC regulations for the Provision of	TRS Rules – Operator Standards Relay Center Agreement Regarding

TRAINING TOPICS	
TRS Regulations pertaining to call content	Confidential Customer Information.

Appendix C:

TRS Pledge of Confidentiality

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Appendix C: TRS Pledge of Confidentiality

Agreement Regarding Confidential Information

SPRINT TRS RELAY CENTERS AGREEMENT REGARDING CONFIDENTIAL CUSTOMER INFORMATION

IN CONSIDERATION of: (1) my employment with Sprint/United Management Company or any subsidiary, affiliate, or successor-in-interest of Sprint Corporation ("Sprint"), (2) my continued employment as long as mutually agreeable, and (3) the opportunity to receive Sprint confidential customer information or other good and valuable consideration:

AS AN EMPLOYEE OF THE RELAY SERVICES ORGANIZATION, I UNDERSTAND THAT I AM BOUND BY ALL SPRINT POLICIES AND SPECIFICALLY, I AGREE AS FOLLOWS:

1.   ALL TELECOMMUNICATIONS RELAY SERVICE CALL RELATED INFORMATION SHALL BE KEPT STRICTLY CONFIDENTIAL. I will not reveal any information acquired during or observing a relay call. I will only discuss call-related questions or problems with management or Human Resources. I agree to keep confidential all information I learn in my position for the duration of and after my employment with Sprint ends.

2.   NO RECORDS OF CUSTOMER INFORMATION OR CONTENT OF ANY TELECOMMUNICATIONS RELAY SERVICE CALL SHALL BE KEPT BEYOND THE DURATION OF THE CALL, WITH LIMITED EXCEPTIONS FOR AUTHORIZED COMPANY PROCEDURES. I will not keep a record of any customer information or conversation content beyond the duration of the call except in accordance with company procedures for relaying Speech to Speech calls or for billing and customer profile purposes. I will destroy all such records in my possession immediately upon completion of their authorized use.

3.   NOTHING MAY BE EDITED OR OMITTED FROM THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. I will transmit exactly what is said in the way that it is intended in the language of the customer's choice.

4.   NOTHING MAY BE ADDED OR INTERJECTED INTO THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. I will not advise, counsel, or interject personal opinions, even when asked to do so by the customer.

5.   TO ASSURE MAXIMUM CUSTOMER CONTROL, I WILL BE FLEXIBLE IN ADAPTING TO THE CUSTOMER'S NEEDS.

6.   I WILL STRIVE TO FURTHER MY SKILLS AND KNOWLEDGE THROUGH CONTINUED TRAINING, WORKSHOPS, AND READING OF CURRENT LITERATURE IN THE FIELD.

7.   ALL SPRINT MATERIALS IN MY POSSESSION PERTAINING TO ANY SPRINT CUSTOMER WILL BE DELIVERED UPON THE TERMINATION OF MY EMPLOYMENT.

I have read and understand the Sprint Relay center Agreement Regarding Confidential Customer Information. I agree to comply and understand that failure to do so will lead to company disciplinary

action that may result in my termination and/or criminal prosecution. I also understand that ascertaining damages resulting from a breach of this agreement would be difficult. I agree that Sprint shall have the right to an injunction against me, enjoining any such breach without any obligation to post bond. I agree that this will be in addition to and without limiting any other remedies or rights Sprint may have against me.

EMPLOYEE SIGNATURE DATE

MANAGER/SUPERVISOR SIGNATURE   DATE

CAPTEL CONFIDENTIALITY

Information obtained during a CapTel call should not be shared with any person except a member of the CapTel management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, consumer or customer service issues. General call information will not be shared unless it is used to clarify, vent, or teach. Information about call content should be discussed in a private area only.

Only information critical to resolving the situation will be disclosed. This may include consumer name, name of business/agency, gender of caller, type of call (voice in, CapTel in), day of week, time of day, city, state, or any other details that could in some way identify a consumer.

A Captionist may feel the need to "vent" about a call due to problems, complaints or stress from handling the call. The Captionist may ask to speak to a Supervisor or other member of management (as long as it wasn't their call) in a private area. Clarify before the conversation you wish to "vent" about a call.

The success of CapTel depends on quality and complete confidentiality. Consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence. It is very important all Captionists understand and abide by the confidentiality policy. Any Captionist who breaks this policy will be disciplined, up to and including termination.

Confidentiality Policy

•   I will not disclose to any individual (outside of a member of the CapTel management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any CapTel call.

•   I will not act upon any information received while processing a CapTel call.

• I will not disclose to anyone the names, schedules, or personal information of any fellow worker at CapTel Inc.

• I will not share any information about CapTel calls with anyone except a member of the CapTel Inc. management staff in order to investigate complaints, technical issues, etc.

• I will continue to hold in confidence all information related to the work and calls I have performed while at CapTel Inc. after my employment ends.

• I will never reveal my Captionist ID number in conjunction with my name unless asked by a member of the CapTel Inc. management staff.

• I will not share with anyone any technical aspect of my position at CapTel Inc. unless asked by a member of the CapTel Inc. management staff.

• I will not talk about consumers or call content with any fellow Captionists.

• I will not listen to or get involved in calls taken by fellow Captionists.

I have read the above Confidentiality Policy and understand a breach of confidentiality will result in disciplinary action up to and including termination of employment at CapTel Inc. I recognize the serious and confidential nature of my position and therefore promise to abide by these guidelines.

Employee Name

Date

Appendix D:

Sprint Carrier of Choice Letter of Invitation

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Appendix D: Sprint Carrier of Choice Letter of Invitation

<insert date>

<insert carrier name>

<insert contact name>

<insert tel nbr or fax nbr>

<insert email address>

Re: <insert customer (end user name)>, <insert telephone number>

Thank you for your interest to complete <insert carrier name> Toll calls with Sprint Telecommunications Relay Service (TRS). As the default Toll carrier for processing relay calls in more than thirty-two states (32), Sprint currently transports the traffic of customers who have selected you as their Toll carrier. However, many of your customers would prefer to use <insert carrier name> LD for their toll calls. At present, Sprint TRS is unable to send the toll calls from the regional centers or state access tandem to your network. Hence, this letter is being written to make you aware of a potential service-impacting issue regarding TRS calls and measures your company can take to ensure your customers' toll calls are completed through TRS.

The Americans with Disabilities Act of 1990 mandate TRS, and TRS standards are established and are monitored by the Federal Communications Commission (FCC). TRS is a service that links telephone conversations between standard (voice) telephone users and people who are deaf, hard of hearing, deaf-blind, or speech disabled using Text Telephone (TTY) equipment. The State Public Utilities Commission manages the day-to-day operations of TRS and has contracted with Sprint Corporation to provide relay service in their states.

Both, the Americans with Disabilities Act of 1990 and FCC's Order 00-56 on TRS mandate that all states provide TRS and that TRS users shall have equal access to their chosen interexchange carrier and to all other operator services, to the same extent that such access is provided to voice users. In order to provide this access to your customers, your company is encouraged to submit a letter of authorization to accept TRS calls from Sprint.

Attachment A lists the facility-based providers who currently participate at Sprint TRS Carrier of Choice program. If your company (or your facility based provider) is not currently listed, please review the following and determine the appropriate follow-up action needed to be taken:

Facility-based provider

1.   If you are a participating member at Sprint Carrier of Choice program, please disregard.

2.   If you are not a participating member at Sprint Carrier of Choice program, you need to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of SS7 trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below). You will need to provide Sprint with your toll carrier's SS7 Network Transit Selector information.

Non-facility based provider

1.   If your underlying toll carrier is a participating member at Sprint Carrier of Choice program, Sprint can implement the IXC brand name and pass the toll call information to the underlying carrier's CIC code and SS7 Transit Network Selector information. Please submit a letter of authorization that would advise Sprint to implement the carrier brand name and to send the toll call information to its underlying toll carrier.

2.   If your underlying toll carrier is not a participating member at Sprint Carrier of Choice program, you will need to work with your underlying toll carrier to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of SS7 trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below). You will need to provide Sprint with your toll carrier's SS7 Network Transit Selector information.

Before you submit a letter of authorization to Sprint TRS, please consider the following four factors:

1.   Your (or your underlying toll carrier) CIC codes and SS7 Transit Network Selector information associated with 1+, 0+, and 0- and International dialing must be loaded into the regional (and/or state) access tandems.

2.   You (or your underlying toll carrier) will need to support SS7 tandem interconnection.

3.   You (or your underlying toll carrier) will need to ensure that your translation tables are updated in order to appropriately receive, rate, and bill Sprint calls per Bellcore industry standards. Sprint calls are designated as ANI II Digit Pair 60, 66, and 67.

4.   If you utilize more than one underlying toll carrier to carry the toll traffic, select a single toll carrier that will accept Sprint traffic.

Note: For detailed information regarding access tandem interconnection and carrier of choice provisioning through Sprint, please refer to ATIS/NIIF-008, the "Telecommunications Relay service – Technical Needs" document.

Attachment B lists Sprint TRS Access Tandem Interconnection locations. The best way to provide access to your Toll network through relay service for your customers is to designate the 8 Sprint Regional TRS center/Access Tandem combinations as the points at which Sprint will hand off Toll relay service traffic to you. In this manner, any relay caller that wishes to use your services may be efficiently, and with minimal time delay, routed to your network. Should you not have a presence at one or more of the

Sprint regional center/access tandem combinations, the traffic may be handed off at one of the regional center's access tandem.

Attachment C is a sample letter of authorization. Once Sprint receives your written request to participate in the Sprint TRS Carrier of Choice program, Sprint will schedule translation updates in the next available release (usually 30 to 90 days). Information obtained from the carriers will be used solely for the purpose of providing equal access for <insert carrier name> LD customers and shall be held proprietary.

Sprint welcomes your company's participation in our TRS Carrier of Choice program at no cost to you if your company has network presence at any of our listed regional center/state access tandem locations. Your participation at the Sprint Carrier of Choice program will create a win-win situation for our customers. Through Sprint, as the relay provider, customers will be able to enjoy uninterrupted service and your company will be able to generate additional revenue.

Thank you for your prompt attention to this matter. If you have any questions concerning with the letter, please do not hesitate to call me at <xxx-xxx-xxxx> or email at <insert email address>

Sincerely Yours,

<insert name>

Program Manager, <insert state(s)>

Sprint Relay

CC: Michael Fingerhut, Federal Regulatory, Sprint

<insert name>, Program Manager, Sprint

Appendix E:

Disaster Recovery Plan

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Sprint's comprehensive Disaster Recovery Plan details the methods Sprint will utilize to cope with specific disasters. The plan includes quick and reliable switching of calls, Sprint's TRS network diagrams identifying where traffic will be rerouted if vulnerable circuits become inoperable, and problem reporting with escalation protocol. Besides service outages, the Disaster Recovery Plan applies to specific disasters that affect any technical area of Sprint's Relay network.

The first line of defense against degradation is the Sprint's Relay dynamic call routing that Sprint employs. During a major or minor service disruption, the Sprint's Relay dynamic call routing network feature bypasses the failed or degraded facility and immediately directs calls to the first available Relay Operator in any of Sprint's fully inter-linked TRS Call Centers. ROs are trained in advance to provide service to other States; the transfer of calls between Centers is transparent to users.

Beyond the Sprint's Relay dynamic call routing network, Sprint's TRS Disaster Recovery Plan details the steps that will be taken to deal with any Relay problem, and restore Telecommunications Relay service to its full operating level in the shortest possible time.

STATE NOTIFICATION PROCEDURE

To provide the State with the most complete and timely information on problems affecting Relay service, the trouble reporting procedure will include three levels of response:

➢ An immediate report (as defined in the contract)
➢ A 24-hour status report
➢ A comprehensive final report within 5 business days

Sprint will notify the designated representative of the State within fifteen minutes if a Relay service disruption of 30 minutes or longer occurs. The report will explain how the problem will be corrected and an approximate time when full service will be restored. Within 24 hours of the Relay service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals that the problem has been corrected and that full Relay service has been restored. The final comprehensive written report, explaining how and when the problem occurred, corrective action taken, and time and date when full operation resumed will be provided to the Contract Administrator within five business days of return to normal operation. Examples of Relay service disruption include:

➢ TRS Switching System failure or malfunction
➢ Major transmission facility blockage of the last-leg circuits to the Relay Call Centers
➢ Threat to RO safety or other RO work stoppage
➢ Loss of RO position capabilities

Performance at each Sprint Relay Center is monitored continuously 24-hours-a-day, seven-days-a-week from Sprint's Service Assurance Monitoring Center (SAMC) in Overland Park, KS.

DISASTER RECOVERY PROCEDURES

If the problem is within a relay center, maintenance can usually be performed by the on-site technician, with assistance from Sprint's SAMC. If the problem occurs during non-business hours and requires on-site assistance, the SAMC will page the technician to provide service remedies. Sprint retains hardware spares at each center to allow for any type of repair required without ordering additional equipment (except for complete loss of a center).

TIME FRAMES FOR SERVICE RESTORATION

Complete or Partial Loss of Service Due to Sprint Relay Equipment or Facilities

Sprint Relay Call Center Equipment

A technician is on-site during the normal business day. The technician provides parts and / or resources necessary to expedite repair within two hours. Outside of the normal business day, a technician will be on-site within four hours. The technician then provides parts and /or resources necessary to expedite repair within two hours.

Sprint or Telco Network

Facilities or an outage of facilities directly serving incoming TRS Relay calls will immediately be routed to one of the other Centers throughout the US. No inbound calls will be lost. Repair of Interexchange and Local Exchange fiber or network facilities typically requires less than eight hours.

Due to Utilities or Disaster at the Center

Immediate rerouting of traffic occurs with any large-scale Relay Center disaster or utility failure. Service is restored as soon as the utility is restored, provided the Sprint Relay equipment has not been damaged. If the equipment has been damaged the service restoration for Sprint equipment (above) applies.

Due to Telco Facilities Equipment

A Telco equipment failure will not normally have a large effect on TRS traffic within the state unless it occurs on Telco facilities directly connected to the relay call center. In this case, normal Sprint Relay traffic rerouting will apply.

TROUBLE REPORTING PROCEDURES

The following information is required when a user is reporting trouble:
- ♦ Service Description
- ♦ Callers Name
- ♦ Contact Number
- ♦ Calling to/Calling from, if applicable
- ♦ Description   of   the   trouble

Service disruptions or anomalies that are identified by users may be reported to the Sprint Relay Customer Service toll-free number at any time day or night, seven days a week. The Customer Service operator creates a trouble ticket and passes the information on to the appropriate member of Sprint's Maintenance Team for action. Outside the normal business day, the SAMC will handle calls from the Customer Service RO 24 hours a day, 7 days a week. The Maintenance Team recognizes most disruptions in service prior to customers being aware of any problem. Site technicians are on call at each of Sprint's twelve sites across the United States TRS call centers to respond quickly to any event, including natural disasters.

MEAN TIME TO REPAIR (MTTR)

MTTR is defined and detailed in Tables 1 and 2:

Time to Investigate	The time needed to determine the existence of a problem and its scope.
Time to Repair	Repair time by Field Operations plus LEC time, if applicable.
Time to Notify	From the time repair is completed to the time the customer is notified of repair completion.

Table 1 – Time to Investigate + Time to Repair + Time to Notify

Switched Services	8 Hours
Private Lines	4 Hours (electronic failure)
Fiber Cut	8 Hours

Table 2 – Current MTTR Objectives

Sprint's Mean Time to Repair is viewed from the customer's perspective. A critical element in the equation is the Time to Notify, because Sprint does not consider a repair complete until the customer accepts the circuit back as satisfactory.

ESCALATION PROCEDURES

If adequate results have not been achieved within two hours, the Contract Administrator or a user may escalate the report to the next level. The table below details the escalation levels.

Escalation Level	Contact	Phone

| 2 | Regional Maintenance Manager | Office Phone Number (913-794-1130) |
| 3 | Senior Manager, Technical Staff | Office Phone Number 913-794-3603 |

Network Support Plan

NETWORK DESIGN

Sprint's service is provided over an all-fiber sophisticated management control networks that support backbone networks with digital switching architecture. These elements are combined to provide a highly reliable, proven, and redundant network. Survivability is a mandatory objective of the Sprint network design. The Sprint network minimizes the adverse effect of service interruptions due to equipment failures or cable cuts, network overload conditions, or regional catastrophes.

A 100 percent fiber-optic network provides critical advantages over the other carriers. These advantages include:

■ Quality

Since voice and data are transmitted utilizing fiber optic technology, the problems of outdated analog and even modern microwave transmission simply do not apply. Noise, electrical interference, weather-impacting conditions, and fading are virtually eliminated.

■ Economy

The overall quality, architecture, and advanced technology of digital fiber optics make transmission so dependable that it costs us less to maintain, thereby passing the savings on to our customers.

■ Expandability

As demand for network capacity grows, the capacity of the existing single-mode fiber can grow. Due to the architecture and design of fiber optics, the capacity of the network can be upgraded to increase 2,000-fold.

■ Survivability

Network survivability is the ability of the network to cope with random disruptions of facilities and/or demand overloads.

> **Sprint has established an objective to provide 100 percent capability to reroute backbone traffic during any single cable cut. This is a significant benefit to _____, and a competitive differentiation of the Sprint network.**

Network switched services are provided via 49 Southern Telecom DMS-250/300 switches at 29 locations nationwide. Three DMS-300s located at New York, NY; Fort Worth, TX; and Stockton, CA, serve as international gateways. The remaining 46 switches provide switching functions for Sprint's domestic switched services.

Interconnection of the 49 switches is provided in a non-hierarchical manner. This means that inter-machine trunk (IMT) groups connect each switch with all other switches within the network. Each of these IMT groups is split and routed through the Sprint fiber network over SONET route paths for protection and survivability. As an extra precaution to preclude any call blockage, Dynamically Controlled Routing (DCR) provides an additional layer of tandem routing options when a direct IMT is temporarily busy.

Reliability is ensured through a corporate commitment to maintain or surpass our system objectives. Beginning with the network design, reliability and efficiency are built into the system. Sprint continues to improve the network's reliability through the addition of new technologies.

The effectiveness of this highly reliable and survivable network is attributed to the redundant transmission and switching hardware configurations, SONET ring topology, and sophisticated network management and control Centers. These factors combine to assure outstanding network performance and reliability for the State.

NETWORK CRITERIA

System Capacity

The Sprint network was built with the capacity to support every interLATA and intraLATA call available in the US. With the continuing development of network fiber transmission equipment to support higher speeds and larger bandwidth, the capacity of the Sprint network to support increasing customer requirements and technologies is assured well into the future.

Service Restoration

Sprint provides for the restoration of service in the event of equipment malfunctions, isolated network overloads, major network disruptions and national/civil emergency situations. In the event of service disruption due to Sprint's equipment, service typically is restored within four hours after notification. Sprint does everything possible to prevent a total outage at its switch sites or at any of its' POPs through the use of advanced site designs. All processors, memory, and switch networks within our switches are fully redundant. All switch sites are protected by uninterruptible power supplies and halon systems planned in conjunction with local fire departments. Most of our new sites are earth sheltered to increase survivability. A multi-pronged program is used to minimize outages:

Minimized "single points of failure" including:

➤ Diversification of all facilities' demands between switch sites. All switch sites are connected to the long haul network over at least two separate Sprint fiber routes; many have three paths.

➤ Deployment of multiple switches at large switching Centers. This prevents a single switch outage from disabling the site.

➤ Have systems in place allowing for the rapid redeployment of network resources in case of a catastrophic outage. Fiber cuts, which can affect thousands of calls at several locations, are sometimes unavoidable. Response to these outages is maximized through the following procedures:

➤ Utilization of established plans to respond effectively to these outages.

➤ The capability to rapidly deploy network transmission facilities when needed.

➤ Immediate execution of alternate routing in the digital switches and cross-connect systems to assist in the handling of temporary network disruptions and forced overloads.

The entire spectrum of survivability needs, expectations, and requirements can be met by the proper engineering of customer and Sprint switches and facilities.

FIBER BACKBONE LOOP TOPOLOGY AND RECONFIGURATION

Fiber optic cable routes are designed to include redundant capacity to insure survivable fiber optic systems. Sprint's SONET network, using four-fiber bi-directional line switched ring capability, allows automatic switching to alternate paths to provide for traffic rerouting in the event of a route failure. The SONET fiber optic backbone topology is currently designed with more than 100 overlapping rings to ensure sufficient alternate paths for total network survivability.

SPRINT ROUTE OUTAGE PREVENTION PROGRAMS

Call Before You Dig Program

This program uses a nationwide 1-800 number interlinked with all local/state government utility agencies as well as contractors, rail carriers, and major utilities. Sprint currently receives in excess of 60,000 calls per month for location assistance over the 23,000-mile fiber network.

Awareness Program

This Sprint program proactively contacts local contractors, builders, property owners, county/city administrators, and utility companies to educate them on Sprint's cable locations and how each can help eliminate cable outages.

Route Surveillance Program

This is a Network Operation's department program using Sprint employees to drive specific routes (usually 120 miles) and visually inspect the fiber cable routes. This activity is performed an average of 11.6 times per month or approximately once every 2-3 days.

Technician Program

Technicians are stationed at strategic locations and cover an area averaging 60 route miles. Each technician has emergency restoration material to repair fiber cuts on a temporary basis. Other operations forces within a nominal time frame accomplish total repair.

Fiber/Switch Trending Program

This includes a weekly summary of equipment failure events highlighting bit error rate (BER) and cable attenuation. As a result, Sprint identifies potential equipment problems and monitors performance degradation to establish equipment-aging profiles for scheduled repair, replacement, or elimination. Aging profiles are computer-stored representations of the characteristics of a fiber splice. The profile is stored at the time the splice is accepted and put into service. A comparison of the original profile and current profile are compared for performance degradation. Maintenance is scheduled based on this type of monitoring.

NETWORK MANAGEMENT AND CONTROL SYSTEMS

Surveillance for the Sprint network is managed by the Network Operations Center located in Overland Park Kansas. In the event of a network problem causing customer degradation of service, Network Operations will notify the Service Assurance Management Center (SAMC) of Sprint's TRS Group. SAMC will then notify the appropriate PSC with a description of the problem and an estimated time of repair.

INBOUND CALL ROUTING

Sprint incorporates a dynamic routing system that continuously monitors circuit and RO availability to ensure calls are answered within the required time frames. This includes reporting for the long distance network and equipment, which many Relay providers are unable to provide, as well as reporting for the Relay network.

> **Sprint's inbound configuration ensures that if an issue is identified anywhere in the network, it will be promptly addressed and reported.**

The Call Monitoring Architecture diagram in the figure below depicts the standard inbound call path to Sprint's Relay Center. Unlike other Relay providers, Sprint monitors each leg of the inbound call path at the points shown to ensure the call reaches the Relay Center with little to no blocking.

74
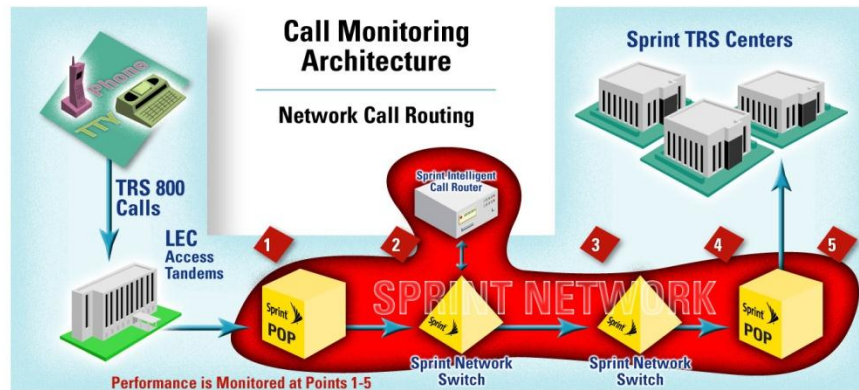
Call Monitoring Architecture Diagram

The Network Design Configuration for Outbound Calling in the figure below indicates the extensive complexity of Sprint's Relay platform, including standard call paths for local, intra-state, regional 800, and COC calls.
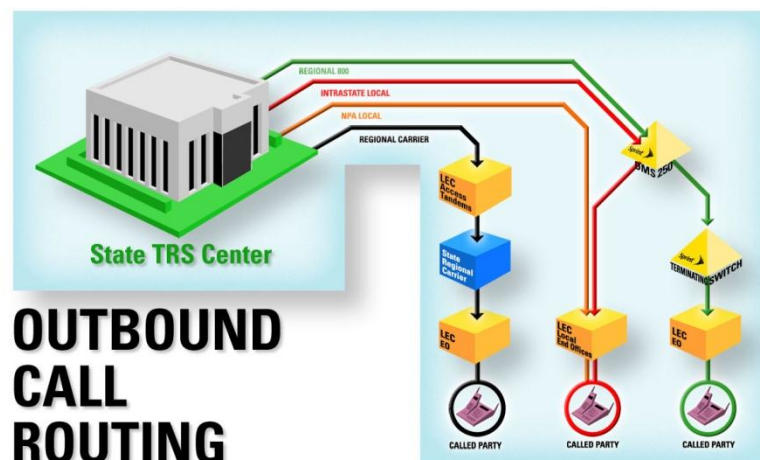
Outbound Routing Diagram

CapTel Disaster Recovery Plan

CAPTEL OUTAGE PREVENTION STATUS

Sprint will provide FCC compliant CapTel® service from the two CapTel call centers in Madison and Milwaukee, WI. Sprint's CapTel vendor CapTel Inc. (CTI) operates the two current CapTel and WebCapTel® call centers in the nation. These unique centers operate with enough terminals for 200 ROs each, along with support personnel, Technicians, and Supervisors.

Both CapTel call centers are equipped with redundant systems for power, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

Having two CapTel call centers ensures minimum interruptions in service if something unexpectedly halts operations in one center or the other such as a flood or a tornado. In those instances, traffic from one Center can automatically be routed to the other.

SPRINT OUTAGE NOTIFICATION FROM CAPTEL CALL CENTER

Performance at the CapTel call center is monitored continuously by CTI technicians 24 hours a day, seven days a week. Sprint will be notified by the CapTel Service Center Manager immediately upon determination of any type of natural or man-made problem that causes either:

➢ A complete (100 percent) loss of the CapTel Service Center, OR

➢ Any partial loss of service in excess of 15 minutes that is service affecting. Examples of such a loss in service include:

◼ An accidental switch rebooting

◼ Loss of transmission facilities through the telephone network

◼ Terrorist attack

◼ Bomb threat or other work stoppage

◼ Sudden loss of agent position capabilities.

◼ Impact to minimum ASA / Speed of Answer times

◼ Acts of God

Contact from the CapTel Service Center Manager or designated CTI contact person will be made to the assigned contact people at Sprint immediately upon awareness of an outage meeting the above criteria, 24 hours a day, seven days a week including holidays with the following documentation:

1.) What time did the outage happen in CENTRAL TIME?

2.) What caused it?

3.) Which customers are (or were) impacted?

4.) What is (was) the solution to restore service?

5.) What is the time that service will be (or was restored by) IN CENTRAL TIME?

Sprint will internally escalate outages in the following manner:

Level	Escalation Procedure for Outages	Point of Contact (POC)	Contact Info:
1	Sprint Product Innovation Manager	Dennis Selznick Product Innovation Manager	913-663-7278 Dennis.A.Selznick@sprint.com After Hours: getdennis@gmail.com (pager) 913-231-1386 (cell)
2	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(608) 441-8800 Pam.Frazier@captelmail.com After Hours: 608-516-7517 (cell) 608-832-6233 (home)
3	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 Jayne.Turner@ultratec.com After Hours: 608-274-0598 (home)

Table 44 – Sprint CapTel Outage Escalation

SPRINT PROCEDURE FOR OUTAGE NOTIFICATION TO CONTRACT ADMINISTRATORS

Upon receiving notification from CTI, Sprint will have one of the below managers contact the Contract Administrator, depending on availability:

	Point of Contact (POC)	Position	Contact Information:
1	John Moore	Relay Program Management Mgr	P: (925) 904-4014 M: (925) 895-9176 H: 925-968-1418 E: John.E.Moore@sprint.com Pgr: jmoore45@sprintpcs.com
2	Angela Officer	Relay Program Manager	P: (703) 689-5654 E: Angela.Officer@sprint.com
3	Assigned On-Call Relay Program Manager	Relay Program Manager	Assigned as necessary

Sprint Customer Notification Procedure

Upon receiving notification from CTI, Sprint will assess the problem and contact will be made by email to the Contract Administrator.

In cases of partial loss of service, such as several inoperable RO positions or, local area network outages, the CapTel Center on-site technician will notify CapTel Service Center to schedule repair. Only those partial losses of service that are service affecting in excess of 30 minutes will be emailed to the state Contract Administrator.

If the problem is within the CapTel call center, maintenance can usually be performed by the on-site technicians. Hardware spares are retailed at the CapTel call center to allow for the most common type of repair required without the ordering of additional equipment.

DISASTER RECOVERY FOLLOW-UP

Upon notifying customers of an outage, Sprint's contact person will provide regular updates from CTI to all customers and internal team members. The follow up will be kept in sync with CapTel Customer Service so that the information shared with customers from CTI is the same as what customers receive from Sprint.

DISASTER RECOVERY POST-MORTEM DOCUMENTATION

Within 72 hours (3 days) after the outage is resolved, CTI will provide a formal written analysis of the outage to the designated Sprint people (outlined above).

Sprint will send a document with the analysis to the Contract Administrator. John Moore will be the primary point-of-contact for the letter to be shared with customers. If John Moore is not available, then Angie Officer will provide the letter directly to customers.

1) What time did the outage happen in CENTRAL TIME?

2) What caused it?

3) Which customers are (or were) impacted?

4) What is (was) the solution to restore service?

5) What is the time that service will be (or was restored by) IN CENTRAL TIME?

6) What will CapTel, Inc do to prevent this from happening again?

CTI will be available to answer questions from Contract Administrators through Sprint.

TIME FRAMES FOR SERVICE RESTORATION

◻ Complete loss of service due to equipment

➢ Normal business day – A technician is on site during the normal business day. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.

➢ Outside of the normal business day – A technician will be on-site within four (4) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.

◻ Due to Utilities or Disaster at the Center – Service will be restored as soon as the utility is restored provided the equipment was not damaged. If the equipment was damaged then refer to the timing in the statement previous (Due to Equipment).

◻ Due to Telco Facilities Equipment – A technician will be dispatched as necessary. The normal Telco escalation procedures for a partial outage will apply:

➢ Two hours at first level,
➢ Four hours at second level
➢ Eight hours at third level

These hours of escalation are all during the normal business day, so a trouble ticket may be extended from one day to the next.

◻ Partial loss of service – Due to Equipment

➢ Normal business day – A technician is on site during normal business hours. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.
➢ Outside of the normal business day – A technician will be on-site within eight (8) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.

◻ Due to Position Equipment – A technician will be on-site within eight (8) hours, provided there are not enough positions working to process the forecasted traffic volumes. The technician will provide parts and/or resources necessary to expedite repair within 48 hours. If there are enough positions functional to process the forecasted traffic, the equipment will be repaired as necessary by Sprint.

◻ Due to Telco Facilities Equipment – A technician will be dispatched as necessary by Sprint. The normal Telco escalation procedures for a partial outage will apply:

➢ Eight hours at first level
➢ Twenty-four hours at second level

These hours of Telco escalation are all during the normal business day, so a service request may be extended from one day to the next.

TROUBLE REPORTING PROCEDURES (FOR INDIVIDUAL CUSTOMERS TO CUSTOMER SERVICE)

All calls concerning customer service issues should be placed by dialing the CapTel Customer Service at 1-888-269-7477 (800-482-2424 TTY) in English (866-670-9134 for Spanish). A Customer Service agent will take information concerning:

- Callers Name

- Contact Number

- Calling to / Calling from if applicable

- Description of the trouble

- Customer service can also be reached by emailing captel@captelmail.com.

Report service affecting trouble to Customer Service during normal business hours. Escalations of service affecting issues during normal business hours are followed below:

Level	Escalation Procedure during business hours	Point of Contact (POC)	Phone Number
1	CapTel Customer Service	Customer Service Agent	(888) 269-7477 captel@captelmail.com
2	CapTel Customer Service Supervisor	Pam Holmes	(888)-269-7477 Pam.Holmes@captelmail.com
3	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(608) 441-8800 Pam.Frazier@captelmail.com
4	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 Jayne.Turner@ultratec.com

Table 46 – CapTel Customer Service Escalation Procedures

ALTERNATIVE USAGE FOR CAPTEL PHONE DURING OUTAGE FOR VCO USERS.

CapTel phones are equipped with the capability to connect to traditional relay services even in the event that the captioning service is not available.
In the event that a user cannot reach the captioning center, and the user desires to use any form of available relay to connect their call, the user can dial 7-1-1 (user must dial only 7-1-1 and not a relay 800 number in order to change to VCO mode) and be connected to the in-state relay call center. Their call will be processed via VCO instead of captions. In VCO mode, no audio from the called party will be processed – just like any other traditional VCO call

Appendix F:

Copies of Complaint Logs from 2008 - 2012

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Sprint Relay

ALABAMA

FCC COMPLAINT LOG

2008

Complaint Tracking for AL (06/01/2007-05/31/2008). Total Customer Contacts: 39

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	05/24/08	Customer states the CA did not relay what the party was saying and was too slow and was delaying the call and as a result, they had to hang up.	05/24/08	Apologized. Coached the CA on proper Relay call procedures and monitored CA's work.
2	05/08/08	Customer gave the operator the wrong number and the operator was very rude and said she was calling someone deaf. The operator did not try to place her call again.	05/08/08	Apologized. Discussed with the CA on attitude toward customers and to follow through proper call procedures.
3	05/01/08	Customer states that this agent did not type the full conversation but only a few words that were said. The call was from the customer's sister and she knows her sister does not talk like that. No call back requested.	05/02/08	Customer Service response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. Agent does not remember this call but was coached on proper call procedures and the importance of verbatim.
4	03/18/08	Business customer dials to the AL Voice number, but it answers TTY. No follow up.	03/18/08	Apologized. Ticket 6094770 was opened. The "Service Call Ticket Status" was completed on 3/18/08: Customer number has been branded for Voice so that this problem should not occur any more.
5	03/14/08	A TTY customer is complaining that an agent would not provide their CA number to the customer. No follow-up requested.	03/14/08	Apologized. Team Leader spoke with CA. CA insisted she gave her CA number to the TTY user and it also goes across the screen when the call drops in.
6	03/14/08	VCO customer's calling from number does not appear to the relay operators. When customer reaches another relay center he does not have to give the operator his calling from number. Customer would like follow up from the Program Manager.	03/14/08	Customer Service apologized to the customer and turned in TT 6074728. Program Manager tried calling the customer but no answers after three tries. Sent a letter to the customer asking him to please contact the Customer Service to create or update his profile to prevent this from happening again.

7	03/05/08	VCO customer states their from number is now showing up to the relay operator. This has been going on for a week or two. Sometimes the number shows to the relay operator and sometimes it does not. Customer would like a follow up by the program manager.	03/05/08	Customer service apologized to the customer and turned in TT 6018045. Called customer and he said that everything has been working fine lately and he is satisfied with Relay services. Appreciated the follow up.
8	02/05/08	VCO customer cannot reach relay dialing 711--just gets a fast busy signal. Follow up required for problem resolution.	02/05/08	Apologized for the problem and opened TT 5757995. Customer's number has been changed, got a hold of customer at the new number. Customer said that she was doing it for a friend who had difficulty reaching 711. Gave customer the 800 number for AL Relay to use instead of 711. Customer said that she would communicate this info to her friend soon and thanked for the follow up.
9	01/08/08	TTY customer reports CA does not type "ringing" and there is a delay before CA types how the phone is answered. Customer reports that she has noticed this specific CA does not type the ringing macro like others CAs and wants to report the issue. Customer did not request contact.	01/25/08	Apologized for problem encountered. Advised the CA to type what is heard and if ringing heard that is what should be typed. The agent understands the importance of typing everything they hear. The supervisor reminded the agent that if any technical problems occur, to get a supervisor for assistance. Agent understands.
10	01/03/08	Customer reports the CA "failed to type verbatim." The customer wants the conversation relayed in the words used by the caller, not "short cuts." The customer explained that the CA used abbreviations that she was unfamiliar with, and it made the conversation difficult. No follow up.	01/03/08	Apologized. Told customer that the supervisor will be notified. Result: Agent no longer employed with this call center.
11	12/28/07	TTY customer states the agent did not keep them informed by sending the ringing macro. No follow up requested.	12/28/07	Customer Service apologized for the problem. The operator recalled this happening. The supervisor coached the agent on sending the correct macro to keep the customer informed at all times during the call.
12	12/27/07	Customer stated that this agent was not paying attention on his call. The customer was on a long-distance phone call and it was taking the agent too long to read the text he typed. He had to wait for a very long time before getting a response for his caller. The customer wants follow-up via phone. The customer stated they are deaf and blind so if you reach a voice mail system, disconnect and redial several times. When connected, set speed at 20 wpm.	12/27/07	Apologized to the customer for this and stated that we would forward this to the appropriate supervisor for coaching and follow-up. Supervisor spoke with this agent and agent does not remember this call. The supervisor went over call procedures and relaying information in a timely manner and paying full attention to the call on the screen.

13	11/21/07	VCO customer having trouble making long-distance calls through relay. When they call a number in NY they are reaching a Petroleum company in GA. Follow up requested by the Program Manager.	11/21/07	Customer Service apologized to the customer. Turned in TT 5391967, 5391940, 5391958. From technician on 11/24 and 11/29: Originally, customer gave incorrect agent IDs since those ID numbers are not found at that particular center and not logged in at that time. When technician made test calls from test position, the numbers worked correctly. Customer Service was contacted and changed the COC to Sprint. Forwarded emails to investigate if there is a problem with the customer's phone number. Program manager left a message on the customer's answering machine with a call-back number.
14	11/12/07	Voice customer unable to reach AL Relay via 711. Customer hearing fast busy signal since mid-September. Customer requests contact.	06/02/08	Apologized for the problem encountered and advised that a Trouble Ticket would be entered. TT 5320431. Customer said that her aunt, who was the Relay user, passed away. Aunt's sister, also a Relay user, is in a nursing home. Gave customer the Alabama 800 number to use instead of 711. Customer appreciated the follow up. From technician: Customer's call is not being correctly handed off to the Sprint network. LEC needs to verify call routing and number of digits being passed to the Sprint network during call transfer.
15	11/08/07	VCO customer number is not in dialing window for the relay operator. Customer states when her calls go through the relay operator, she has to give the CA her number. No follow up needed.	11/08/07	Customer Service apologized to the customer and turned in TT 529962. Since implementing the new platform, this issue has been resolved.
16	11/07/07	Customer reports her "calling from number" is not showing to the Relay CA. No follow up.	11/07/07	Apologized. Ticket 5290774 was opened. Test calls show that the number appeared.
17	11/02/07	A TTY customer said that the agent called a business and did not type the recording. She typed that it was an answering machine only. When the customer asked what the recording said, the operator typed, "ans mach, please leave a message." No follow-up requested.	11/02/07	Apologized for inconvenience. Coached the agent that every spoken word must be typed out verbatim.

18	11/01/07	TTY customer calling to 711 and not reaching Relay. Customer can dial the 800 number to reach Relay. No follow up needed.	11/01/07	Customer Service apologized to the customer and opened up TT 5244409. Customer needs to have their LEC check their phone line for possible blockage to Relay 711.
19	10/29/07	TTY user states they have used this relay operator before and the operator never tells the customer that they have reached a recording. The operator just starts typing half of what the recording says and never tells the customer what business they have reached. No follow up needed at this time.	10/29/07	Customer Service apologized to the customer. Spoke to the agent about this. Reviewed recording procedures with the agent and the agent understands.
20	10/23/07	TTY customer cannot connect to Relay using 711. Follow up with customer not requested.	10/23/07	Apologized for the problem and opened TT ID 5177415. The technician did not report that there was a Relay issue. This customer did not request follow up. This may have been a one-time occurrence. If the customer reports this again, a new trouble ticket will be opened.
21	10/22/07	TTY customer reports that operator did not type verbatim and only typed partial messages. Customer did not request contact.	11/06/07	Agent does not remember the call. Coached agent on typing everything that is heard and to type verbatim.
22	10/20/07	Customer said that the agent was "playing games" with them when agent was sending "msg garbled".	10/20/07	Team Leader took the complaint and observed that the first 3 messages from the customer were in fact garbled and coming across as numbers and symbols. Agent did admit to transposing a couple of numbers when dialing out and did apologize to the customer. This is a technical issue and non-agent error.
23	10/19/07	TTY customer states the CA did not type the conversation of the other person word for word, and it made the conversation confusing. Customer would like follow up from supervisor.	10/19/07	Customer Service apologized to the customer. Team Leader coached the CA and reminded them of the importance of typing everything heard verbatim.

24	10/19/07	TTY customer was unable to reach a relay operator when dialing 711. Customer states there is no ringing or no connection, only dead air. No follow up requested.	10/19/07	Customer Service apologized for the problem and gave a toll-free number to reach Relay. Entered in TT 5154279. Program Manager spoke with customer via email about 711 issues and asked her to contact her LEC to have it resolved. If problem persists, to email the Program Manager.
25	10/05/07	TTY customer dials 711 and is not connecting with an operator. The line continuously rings with no answer. Customer attempted to call 3 to 5 times. No follow up requested.	10/05/07	Customer Service apologized to customer, gave the toll-free number for the relay operator, informed them to contact their LEC to see if they are having problems with 711 and Customer Service entered Trouble Ticket 5060671. TT was closed to contact LEC due to 711 translation issue.
26	10/03/07	Accuracy of captions.	10/03/07	Customer Service apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested to the customer to document the date, time, and CA # for more specific follow up.
27	10/01/07	Voice customer complained that agent disconnected them. The caller did not wish to be contacted by Relay.	10/01/07	Forwarded on to correct center. ID numbers are unique and the agent number identified by the caller is not assigned to any employee. Without any additional information from the caller, further investigation is not possible.
28	09/18/07	Customer states that 99 percent of all relay calls are garbled. Their TTY works fine when calling to another TTY but will not work at all when using relay service. Customer requested a call back to their hearing son's cell phone when the problem was fixed.	11/19/07	Customer Service response: Thanked the customer for letting us know and assured that a trouble ticket would be turned in on the problem (TT 4946517). Program Manager discussed with customer about the garbling issues via her hearing son. Asked her if she could test and see if she could call from her end to her son's cell phone and if there was a problem, the customer will email me directly.
29	09/17/07	Customer started giving the number to dial to the CA and the CA hung up on her. Customer does not request a follow up call.	09/17/07	Apologized to the customer and informed that the supervisor would speak with the CA and customer was satisfied. Agent followed protocol for emergencies in the call center--agent had to discontinue call due to an emergency in the call center.

30	09/14/07	TTY customer states she made a call through Relay and the CA "did not bother to type the name of the business she'd reached." Customer reports there was a long pause, then the CA typed "this is Darcy." The customer wants to know what was said and what happened during the pause period. Customer wants to be kept informed on her calls. No follow up.	09/14/07	Apologized and told customer that the supervisor will be notified. Reviewed complaint and call procedures with CA.
31	09/13/07	Caller ID.	09/14/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
32	09/11/07	Customer reports the CA was uncooperative. The customer states she asked the CA to dial to the phone company. The line was busy, so the customer asked the CA to redial. The CA typed back "no dial tone". Again, asked CA to redial; CA did not. No follow up.	09/11/07	Apologized and told customer that the supervisor will be notified. The agent did not remember the call, but did demonstrate knowledge of the correct procedure when redialing calls. The agent was coached to always follow customer's instructions and to keep the customer informed.
33	09/03/07	Technical - General: Customer is unable to reach a business entity's 800 number from her CapTel phone. Customer experienced a busy signal.	09/03/07	CapTel worked with the business entity's 800 number provider on the customer's behalf. This provider identified an inbound trunk in their system was blocking TRS-marked calls. This block was removed promptly upon identification.
34	08/13/07	Caller stated that the operator does not send the ringing macro and ignores the caller when they ask if the line is ringing. Caller stated that the operator just starts typing when the recording starts playing. Caller refused a follow up and said they would mail in a printout of what happened to the Customer Service office. No follow up requested.	08/13/07	Operator was coached to keep the caller informed of all call steps and everything heard. Operator stated that she always sends the ringing macro when she hears ringing so this was probably a case in which there was a long pause before the call connected and then it went straight to the recording without any ringing.
35	08/08/07	TTY user has been using a calling card to make long-distance calls through relay but his employer has been getting billed (16 different times) for the long-distance calls that were made. Customer wants to know why his employer keeps getting billed for LD calls made with a calling card.	08/08/07	Called customer and asked for a copy of this phone bill showing the LEC, and the times and dates of the calls, and to fax or mail to Customer Service for credits.

36	07/16/07	Disconnect/Reconnect during calls.	07/16/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. This resolved the customer's experience.
37	06/20/07	TTY customer states the operator did not follow instructions. Customer told operator she wanted to talk to (specific person's name) and then type what (specific person's name) says to her. TTY user wanted to use VCO but operator would not let her speak. No follow up requested.	07/06/07	Agent does not remember this particular call but was coached on the importance of following customer instructions.
38	06/07/07	This agent has poor spelling.	06/07/07	Supervisor met with agent and coached on how to focus more on specific words and to practice commonly misspelled words. Agent understood and will work on this.
39	06/04/07	VCO customer called to report that her caller ID was not working properly, showing "unavailable" for many calls. Two people called 6/2 and 6/3 and no information registered on her caller ID. Customer talked to her LEC and they said there was no problem on their end, that it might be a Sprint switch. Follow-up requested.	06/04/07	Apologized for inconvenience. Opened TT 4254057. Program Manager contacted customer via 2 phone calls June 7 and June 28. Customer may have refused to pick the phone if the numbers showed up unavailable. Sent an email to customer on July 12th. Program Manager was informed that the customer did not keep the time and date when it occurred for technician to follow up. Advised the customer to document the time and date so that the technician can run the tests.

Complaint Tracking for AL (06/01/2008-05/31/2009). Total Customer Contacts: 34

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/10/08	A caller reported that during a call to her sister, who was in the hospital, the CA did not type everything her sister said. There was a delay in the conversation. She has the print out from the conversation to show to her sister to confirm. She had to tell her sister she would have someone call her back because the operator wasn't relaying everything. Customer Service told the caller that a report would be sent to the call center supervisor and apologized for the inconvenience. No follow-up was requested.	06/10/08	On 6/30/08 a team leader met with the agent, who does not remember the call. The team leader went over proper call procedures and the importance of relaying calls verbatim. The agent was also coached on how important it is to relay all information and maintain transparency. The team leader informed the agent that if they are experiencing any technical difficulties, a supervisor needs to be notified immediately. The agent understands.
2	06/10/08	At 8:30 PM, after the completion of the call, the TTY customer stated that the agent logged out and he wanted to know the tone of the person , which the agent taking over the call was unable to provide. I apologized to the customer and stated that this agent will be followed-up with and stated that agent should have remained on the line until the call was completely done or another number was provided. No follow-up is necessary.	06/10/08	The agent was coached on proper agent switching and timing of the switch.
3	06/16/08	The caller sates that she cannot place a call to her doctor's office at xxx-xxx-xxxx, because when the CA dials they reach a recording which says, "the number you are dialing is disconnected or no longer in service". Her area code is not appearing to the CA when she reaches the MO call center, and even when it is input, the number still will not connect. When a neighbor dials the number directly, and also when the supervisor dialed the number direct, they can get through fine. This began today about 10:00 AM. Customer Service apologized for the inconvenience and told her I would enter a trouble ticket asap (which was done) so the issue can be investigated and resolved. Follow-up was requested.	06/16/08	Left a message at 4:25 PM on April 1 on voice mail asking her to call back. Called at 11:30 AM on April 2. A person answered, did not say a word, and hung up. I spoke with customer, who she stated she has not had any problems with her relay calls in a long time.
4	06/17/08	A TTY customer complained that the agent did not type verbatim what her caller said and stated that agent used too many abbreviations and not enough sentences. The Customer Service Representative apologized for the problem. The customer did not request follow-up.	06/17/08	The team leader met with the CA and reminded her to always type verbatim and use only approved abbreviations.

5	06/24/08	A TTY customer states that the agent did not type all that was said when calling her Doctor's office. I apologized. The call took place this morning, 6-24-08, at approximately 8:55 AM CT. No follow-up was requested.	06/24/08	6/30/08 - This agent ID number has not been assigned to an agent since November 2007. If we had a valid agent number for the complaint, a team leader would meet with the agent and review proper call procedures pertaining to relaying calls verbatim and the importance of all information being relayed.
6	06/25/08	An AL TTY customer states that this agent was very slow typing what was said and caused both callers a delay in the entire conversation. The approximate time of the call was 9:45 PM CST on approximately 6/25/08. Relay Customer Service apologized for the problem and no follow-up was requested.	06/25/08	A supervisor met with the agent and discussed typing speed and accuracy. The agent will focus on this and use pacing phrases as appropriate.
7	07/18/08	An AL TTY user complained that the agent did not relay verbatim what was being said when the person on the other line answered the phone. The caller stated this happened today at 5:15 PM EDT and said that this is not the first time this has happened. Customer Service apologized for the problem. The customer did not request follow-up.	07/18/08	A team leader met with the CA and reminded her to relay everything that is heard, even when the phone is answered.
8	07/29/08	The customer states that they gave the person the number to call, but they never responded or said anything after the customer said "hello" several times.	07/29/08	8/2/08 - a team leader met with the agent and went over proper call procedures and the importance of keeping the customer informed and following customer instructions. We discussed the importance of good customer service and the agent understands. 8/4/08 - 4:41 PM CST - an e-mail was sent to the customer to follow-up.
9	08/21/08	The customer uses relay regularly and she is usually satisfied with the service, but this particular agent was rude. When asked their agent number they gave it. When talking too fast at one point, the agent said to the customer "blah, blah, blah, blah," then proceed to tell the customer to talk slower in a very rude voice. I apologized to the customer and assured them that this information would be forwarded to the appropriate supervisor. The customer requests follow-up at the number provided.	08/25/08	The ID number identified by the customer is not assigned to a Sprint agent. The customer was contacted, apologies were made, and the customer was informed the ID given is not assigned. The customer provided additional information that allowed for a more detailed search to identify the agent who may have handled the call. The customer was unable to 100% confirm that the call was made through AL Relay, but expressed satisfaction that the follow-up was being completed. The search returned zero results for any call to or from the customer through any of Sprint's relay services.

10	09/23/08	A caller reported that they asked the operator to dial a number, plus the extension, for a college, but the operator did not dial the extension number. The operator typed "hold for attendant" and the caller was not able to complete the call. Customer Service apologized for the inconvenience and told them the report would be sent to the call center supervisor. No follow-up was requested.	09/29/08	I met with the CA and emphasized the need to follow customer instructions and specific person/extension requests.
11	09/23/08	The caller reported that he was calling a college and asked the operator to enter an extension number, but they failed to do so. The operator typed "hold for attendant". Customer Service apologized for the inconvenience and told him that the report would be sent to the call center supervisor. No follow-up is requested.	09/23/08	The operator was coached about the importance of following customer instructions. Instead of typing "hold for attendant", the operator should have typed "entering extension number" to keep the customer informed. The operator now understands the importance of reading the notes and following instructions. She was very receptive to the feedback.
12	09/24/08	The customer states that this operator was not typing the conversation verbatim and cut the conversation down so much that what they were saying was not clear. Relay Customer Service apologized for the problem and thanked the customer for letting us know. I assured them that the complaint would be entered as stated so the supervisor at the center could investigate the problem further.	10/02/08	A team leader spoke with this agent about the call. She remembered the call and this customer stated that he does not think relay types anything verbatim. She said she did type verbatim and cut nothing down - she typed what the voice person said. The agent is a long term employee and does very good work. It was determined that the agent did nothing wrong. Not agent error and no action was taken.
13	09/25/08	An AL TTY user called to complain that when dialing a toll-free number, the agent did not type the name of the business and that she did not know where she had called. I apologized for the problem. The customer did not request follow-up.	09/25/08	On 10/1/08 a team leader met with the agent and went over call processing procedures. The importance of keeping the customer informed at all times was stressed and that everything should be relayed. I reiterated the importance of good customer service and informed the agent that they should contact a supervisor if they encounter any difficulties. The agent understands.
14	09/29/08	AL TTY user complained that after giving the agent a number to call, there was no response, even after she asked "Are you there, I gave you a number to dial?" The agent then responded that they were dialing. The customer states this has occurred too many times with this agent. I apologized and explained that I would be sure to inform the agent's supervisor to address the issue. The customer does not want contact.	10/09/08	The issue was re-opened to assign contact to a supervisor. A team leader addressed this issue with the agent, who was coached on proper call handling procedures and instructed to keep customers informed.

15	10/01/08	An AL TTY user states that they have used this operator previously and have had the same experience, where, according to the customer, the operator did not type full word for word English. The operator only typed two or three words, and it was not all that the other person was saying. Customer Service apologized to the customer. No follow-up is needed.	10/01/08	This agent was not working during this time. She was on Parental leave for the past 6 weeks. No action was taken.
16	10/03/08	A TTY customer reports that the CA did not let her know that the phone was ringing. The customer asked CA why she wasn't informed, and the CA advised that the phone did not ring. The customer did not believe the phone did not ring if it was answered. I apologized for any inconvenience or problem encountered and advised the customer that her complaint would be forwarded to a supervisor. The customer did not request contact.	10/03/08	On 10/1/08 a team leader met with the agent. They went over call processing procedures and reiterated the importance of keeping the customer informed at all times and relaying all information. The importance of good customer service was stressed and the agent was told that they should always contact a supervisor if they experience any difficulties. The agent understands.
17	10/14/08	A customer complained that the CA only typed half of the recording reached, then skipped to the end, typing "please leave a message at the tone". Because the recording was not typed completely the customer did not have the necessary information to proceed with the call. The customer called back and got a different CA who typed the entire message so the customer could continue the call according to the options given. Customer Service apologized for the inconvenience and told them that a report would be sent to the call center supervisor. No follow-up was requested.	10/14/08	The complaint was forwarded to a supervisor for instructions on how to process an answering machine. A supervisor spoke with this agent about the procedure for processing answering machines and stressed that they must be typed verbatim. The agent did not remember the call, but apologized for the inconvenience to the customer.
18	10/15/08	The caller reported that she has been unable to connect through AL Relay to a certain number in Tuscaloosa, AL (49 miles away). The operator gets the error message, "OUT COC NOT FOUND FOR PRODUCT ID 99 AND CARRIER INDEX 0377". Customer Service apologized for the inconvenience and offered to contact the business on her behalf. I told customer a trouble ticket would be entered to resolve the issue. A trouble ticket was entered on 10/15/08. No follow-up was requested.	10/15/08	The customer did not request follow-up.

19	10/24/08	The caller reported that the connection problem she reported on October 15 to a number that is in Tuscaloosa is still occurring, now to an additional number in the same city. She is not able to reach her doctor's office due to the error message the operator reaches when dialing. Customer Service apologized that the problem is not yet resolved and offered to make several test calls to get additional CA ID numbers for a new trouble ticket. The first trouble ticket number was xxxx, I entered another trouble ticker (number xxxx) and referenced the first ticket. Follow-up is requested.	10/24/08	I left a message on their voice mail at 4:25 PM on April 1 for them to call back. I called at 11:30 AM on April 2. A person answered, but did not say a word and then they hung up. I spoke with the customer and she stated that she has not had any problems with relay in a long time. The trouble ticket explained the resolution. Also, a prior representative called the customer, who stated that they've not had problems with Relay for months.
20	10/28/08	The caller reported for the third time a technical problem in connecting to certain numbers in AL. She reaches error message, or fast busy, or whistling, and the calls cannot be connected. This time the CA was at the MO call center. Customer Service apologized that the problem has not been corrected and told her another trouble ticket would be entered with the new information from today. I entered trouble ticket number xxxx today, adding to the previous trouble tickets that have not been resolved: numbers xxxx and xxxx. I asked a technician to escalate the issue for resolution. Follow-up is requested.	10/28/08	I left message on their voice mail at 4:25 PM on April 1 to have them call back. I called at 11:30 AM on April 2 - someone answered but did not say a word. I waited 5 minutes, then they hung up. I spoke with customer and she stated she has not had any problems with her relay calls in a long time. Customer Service explained to the customer on 11/19 that they have put AT&T in as their long-distance carrier, and asked the customer to make a test call to see if that solved the problem. The customer said they were busy preparing for an event and will make the test call the next day. Also, as a previous representative stated, the customer mentioned that they have not had Relay issues in several months.
21	12/24/08	A VCO customer stated that he was not happy with this CA, who was not typing the voice persons complete responses. The customer stated the CA needs more training and was not a good CA. The complaint was taken by the agent in charge, who apologized and told the customer we would follow-up with the CA. No customer follow-up was requested.	12/24/08	The agent stated that the voice person was cutting in and out during the call. She kept the VCO customer informed that the line was cutting out and she also paced the voice person to get the conversation. The supervisor on duty was called over and verified that the agent followed protocol.

| 22 | 01/02/09 | A customer states that the CA did not type everything heard. On January 2, 2009, at approximately 2:45 CST, the TTY business customer became frustrated that the outbound was vague in the answers to the questions. It was discovered through another call, with a different CA, that the original CA wasn't relaying verbatim. I apologized and explained that a supervisor will be notified. No follow-up was requested. | 01/02/09 | A supervisor spoke with this agent about typing verbatim, and the agent said he was typing verbatim, but that the voice customer was just vague in their responses. The agent stated he typed what he heard. It is determined that this agent did nothing wrong. CAs are not allowed to pass on information to customers. No action was taken. |

23	01/26/09	A TTY customer reports that Relay CAs do not type everything that is said. The customer reports that CAs type partial sentences and her family will no longer use Relay to contact her due to this problem. I apologized for problem encountered and advised her that a complaint would be entered and management would contact her regarding this issue. The customer requests contact.	05/14/09	The Relay Program Manager called the customer on 5/8 at 4:40 PM and left a message asking her to call back on her TTY answering machine. The Relay Program Manager left another message on the customer's TTY answering machine on 5/11 at 11:20 AM, inquiring if Relay services have been performing satisfactorily lately and left a toll-free TTY number and work email address for her to contact me. The Relay Program Manager called the customer on 5/14 at 3:00 PM. The customer said that operators have been better at typing verbatim, but that once in a while they still don't. I explained that operators are to type verbatim and if they don't, to please remind them to do so. The customer said that she did just that. I explained that if customer is not satisfied with an operator, and has asked the operator to type verbatim but that is still not happening, then the customer can request a different operator. The customer thanked me for the call.
24	02/05/09	AL TTY customer stated these agents did not type verbatim what her caller said at the end of a couple of calls they received, causing them to miss the closing of the conversation. Relay Customer Service apologized for the problem; no follow-up was requested.	02/05/09	These were the first live calls by agents on the floor their first night, while they were still in a training class. They were coached on procedures by the Training team and the team leader was notified for further discussion and development of the CAs.
25	02/25/09	A TTY customer states that the agent is not typing everything that is heard, but is only typing short sentences. and the customer does not understand what is typed. She also states that this agent has done this on previous calls. Today's call was at approximately 10:25 AM CT. I apologized and no follow-up was requested.	02/25/09	A team leader met with the CA and reviewed verbatim issues on 3/5/09 at 2:00 PM.
26	03/03/09	The caller reported that the CA did not type "ringing" or "phone answered" and there was a long delay. After a time, the CA typed "answering machine" but did not leave any message. Customer Service Responded by apologizing for the inconvenience and telling the caller that a report would be sent to the call center supervisor. No follow-up was requested.	03/03/09	The complaint was forwarded to the agent's supervisor for follow-up on recording procedures. A Team Leader coached this agent on recording procedures. The agent did not remember the call but apologized for the inconvenience.

27	03/03/09	A voice caller in FL reported that her mother in AL who uses TTY is unable to connect to the AL toll free number (800-548-2546) or to 711. Her mother is speech disabled but can hear and types her conversation using TTY. She cannot connect to AL Relay for the last three days - she gets a busy signal. The Customer Service Representative told the customer that a trouble ticket would be entered, which it was. Follow-up was requested.	03/03/09	On 3/5 a technician said: I accessed dial tone from Mobile & Montgomery and was able to dial 711 and the 800 number for relay. I called the daughter, who said her mother is still getting a busy signal. The technician will call other support personnel to determine the next step. Later that day: I called customer, who only transmits in Baudot. I asked the customer's daughter to call & report the trouble to the local carrier, as she has all the pertinent information that MCI will need. The technician gave their call back information if she needs help. 3/6: I have not heard back on progress from the customer with their LEC, so consider this issue closed. I assume they resolved the local call issue. The Relay Program Manager called the customer on 5/8 and they said they have not had issues.
28	03/25/09	The caller reported that whenever he gets this CA number, she always types, "one moment please" before dialing the number. The caller wanted to know why this was the only operator doing that. Customer Service told the caller that a report would be sent to the call center supervisor. No follow-up was requested.	03/25/09	This agent is blind and she types "one moment please" so that she can go back and double check the requested number and what she has entered. This was not a complaint, just a customer asking out of curiosity. Not agent error so no action was taken.
29	03/28/09	A CA TTY user states the relay operator dialed the wrong number. The customer tried to interrupt the operator to tell them they dialed the wrong number, but they kept typing the recording. The number the customer wanted to dial does not have a recording. Even though the customer tried to tell the operator that they dialed the wrong number, the operator kept typing, saying "recording playing". The customer states they do not appreciate that type of service. Customer Service apologized to the customer. No follow-up is needed. Correction: This was an Alabama TTY user, not California.	03/28/09	A team leader met with the agent and reviewed proper call procedures. The agent was coached on scenarios and notified to follow customer instructions at all times. The agent understands.
30	04/03/09	A customer reports that she placed a call to Cracker Barrel through Relay on Friday, April 3 between 5:30-5:40 PM. After putting in the order, the CA typed "(vomiting)". The customer has a copy of the printout and she wants an explanation. I apologized and explained that the supervisor will be notified. Follow-up was requested.	04/03/09	The team leader met with CA, who typed to the customer that the wrong key was pressed and apologized. The customer was contacted by a team leader on 4/14 by phone at 6:48 PM. The TTY user appreciated the call back and explanation, and was understanding of the mistake.

31	04/22/09	The customer says they kept typing "Hello" but got no response from CA 8965. I told customer would report this. No follow-up was requested.	04/22/09	The CA was ill.
32	05/02/09	A TTY user called a family member and the CA didn't type the voice person's response verbatim. There were long delays in the typing, and then the CA would only type 1 or 2 words, then stop. The CA changed languages in the middle of the conversation, which made no sense. The Customer Service Representative apologized for the service received and took the necessary information to file a complaint with the appropriate resources. Follow-up was requested.	05/20/09	The team leader met with CA and discussed following procedures, staying focused, and typing verbatim. A follow-up letter from the team leader to the customer was sent on 5/16/09.
33	05/06/09	A very upset customer states that the agent did not respond to them. They said, "Hello, are you there?" several times but got no response. The complaint was made on 5/4/09 at 3:25 PM and forwarded to the correct call center. No follow-up was requested.	05/06/09	A team leader met with the CA on 5/11/09 and discussed procedures at beginning of call to ensure the CA never misses an inbound caller.
34	05/07/09	The customer reports that the CA was inattentive, delayed typing and did not type verbatim at 9:15 PM on 5/6/09. The customer explained that she was talking with her sister and had to call back for a different CA. I apologized and told her that a supervisor will be notified. No follow-up was requested.	05/07/09	On 5/10/09 a team leader met with the agent. A supervisor had been called over in the middle of this call and observed the conversation, noting that the agent was attentive and focused. The supervisor also noted that the agent was typing everything verbatim to the TTY user. The team leader discussed proper call procedures with the agent, stressing the need to continue to type the conversation verbatim and that if this situation is encountered again, to call over a supervisor as was done in this situation. The agent understands.

Date Generated: Thu, May. 28th, 2009 @ 10:09:06 AM CT

Alabama FCC Complaint Log
2009-2010

Complaint Tracking for AL (06/01/2009-05/31/2010). Total Customer Contacts: 22

Tally	Date of Complaint.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/03/09	A TTY customer stated that the Communication Assistant never told them that the phone was ringing. The customer asked if there was ringing but received no answer, and waited until the answering machine came on. Customer service apologized to the customer. No follow up was needed.	06/03/09	The Team Leader met with the Communication Assistant, and they went over proper call procedures. They focused on the importance of keeping customers informed. The Communication Assistant was also told that if they are experiencing any problems, that a supervisor would be notified immediately. The Communication Assistant understands.
2	06/03/09	A TTY customer said that the Communication Assistant did not type everything that her doctor's office staff said. The customer said they know the person on the other line, and is sure that they said more than what was relayed. Apologized for the problem, and stated that the supervisor would be informed regarding this call. The customer did not request a follow up.	06/03/09	The Supervisor met with the Communication Assistant, and she did not remember the call specifically but assured the Supervisor that she always relays calls verbatim. The Supervisor reiterated the importance of relaying verbatim, and reminded her that Communication Assistants must always avoid changing, adding, or omitting words. The Communication Assistant understands.
3	06/08/09	Captions Lag too far behind voice	06/08/09	A customer shared feedback regarding the lag time of captions during one of her calls. A Customer Service Representative explained that with the voice recognition system approach it is normal to experience a slight delay of captions behind the voice as words are transcribed. The Customer Service Representative mailed information to the customer explaining why delays with captions can appear. The customer was satisfied.
4	06/19/09	A customer said that the Communication Assistant did not type the last thing the person said before typing "person hung up GA or SK." The reason they know this is because the person was sitting next to them using their cell phone, and reading the display on the TTY. The customer said that this seems to happen every weekend. Customer Service apologized for the problem, and told them this would be sent to the appropriate supervisor for investigation. No follow up was requested.	06/19/09	The Team Leader met with the Communication Assistant and reviewed the end call procedures, and the importance of relaying verbatim.
5	06/27/09	A TTY customer stated that the Communication Assistant did not type out a full recording in English. The customer stated that the recording was shorter than other times that it has been typed out. The customer stated that the Communication Assistant shortened up the wording of the recording without permission. Customer Service apologized and stated that the information would be forwarded to the appropriate person. No follow up was requested.	07/02/09	The Communication Assistant demonstrated knowledge on how to process this type of call but was still coached on typing out recordings verbatim and using the Record button and other features of the system in order to facilitate that.
6	08/06/09	A customer said that the Communication Assistant dialed out, but then there was no answer. The customer asked if they were still there, but there was no response. Customer Service thanked the customer for the feedback, and told them this would be forwarded to the appropriate person. Customer did not want a follow up.	08/06/09	The Team Leader met with the Communication Assistant. The Communication Assistant understands that they cannot disconnect. The Communication Assistant said that at the time of this documented call, they had received a "No Response" call. There may have been a technical issue.
7	08/18/09	A VCO customer said that during a specific call they did not feel like their call was relayed the way that it was supposed to be, and was very upset about it. Customer Service apologized for the inconvenience. No follow up was requested by the customer.	08/20/09	A supervisor reviewed the customer's concern with the Communication Assistant. There was no further information on why the customer felt the call was not relayed the way it should be. The Communication Assistant does not recall any calls where the customer indicated that they were upset, or any calls with technical issues. It was confirmed that the Communication Assistant knows to alert a supervisor if there are any customer concerns or technical issues.

8	09/14/09	Disconnect/Reconnect during calls	09/14/09	Customer Service sent the customer information explaining the difference between CapTel and a traditional phone. They also explained why disconnect/reconnect might be occurring, and sent a letter with tips on how to reduce this occurrence.
9	10/27/09	TTY customer states the CA did not type everything heard during the call at 2:50 PM on 10/27/09. The customer knows the nurse and was confused by the "snap answers" and explanations given on the call. The customer reportedly called to the nurse a second time and validated her concern. The CA did not type verbatim. The customer wants management to be aware of the issue so it does not happen again. Apologized. No follow up.	10/27/09	The Communication Assistant asked the Supervisor for assistance on this call, because the customer had indicated that there was a problem. The supervisor observed that the Communication Assistant was processing the call correctly. The outbound party was talking to people in the background, and even though there may have been some "snap answers" the call was processed correctly.
10	11/12/09	A Voice customer said that during a message left on her answering machine by her deaf mother said Voice caller said "What is this stupid woman trying to do?" The supervisor apologized and stated that the Communication Assistant would be tracked down, as there was no Communication Assistant Identification Number left on the answering machine. The customer would like a follow up phone call. Research was completed, which identified the Communication Assistant on the call. This contact was assigned to the appropriate call center.	11/12/09	The Supervisor had a discussion with the Communication Assistant. They said they do not remember the call, but they are aware of staying professional and transparent. The phone number provided for follow up was found to be disconnected.
11	11/27/09	A TTY customer reported that the Communication Assistant needs to improve their language, because during a call to a pharmacy she "changed the language" and made it difficult. The customer also said that the Communication Assistant was not polite, and never relayed the name of the business until the customer requested that information. The customer did not request a follow up.	12/03/09	The Communication Assistant remembered this call, as there was a garbling issue. The Communication Assistant said they think the customer was getting garbling from relay, so they thought that the business name was not typed. It was also confirmed that a Supervisor was alerted about this technical issue. This information was documented for a trouble ticket.
12	12/01/09	A TTY customer said that the Communication Assistant did not type out the name of the business they were calling. Apologized for the inconvenience. No follow up was requested.	12/07/09	It is not mandatory that Communication Assistants type out the business name, but the Communication Assistant was coached on the fact that we should type it out as a courtesy to the customer.
13	02/11/10	Dial Tone - Not heard	02/12/10	A customer called saying that he has no dial tone on his CapTel phone. A Customer Service Representative advised the customer to test another phone on the jack or try the CapTel at another location. The customer is now working with the state program.
14	02/26/10	Technical - General	02/26/10	A customer received a message on their CapTel phone that said 'please hang up and try your call again' (and noted mention of a technical difficulty). A Customer Service Representative investigated and learned that a trouble ticket was filed on the call due to loss of audio. The Customer Service Representative confirmed for the customer that there was a technical issue and this was the reason for the technical note on the call. The customer appreciated the follow up.

15	04/06/10	A customer said that the Communication Assistant was rude, and had poor accuracy. The Communication Assistant also had trouble keeping up with the voice customer's speaking speed. The outbound line hung up before the Voice customer could wrap up their business because the Communication Assistant was so frustrating. A follow up via email was requested.	04/06/10	It was verified that this Communication Assistant meets or exceeds the FCC regulations for typing speed. The supervisor did coach the Communication Assistant on ways to pace customers, and also reminded them the importance of remaining polite and professional. A follow up email was sent to the customer.
16	04/16/10	A TTY customer stated that the Communication Assistant redialed and left the customer's message, but did not inform the customer that they were redialing. When the customer asked the Communication Assistant why they were not informed of the redial, the Communication Assistant said "your message left." Customer Service apologized to the customer for the inconvenience. No follow up was requested.	04/16/10	The Communication Assistant was coached on the proper procedures.
17	04/20/10	A TTY customer said that the Communication Assistant refused to type their answering machine message when requested. Apologized for the inconvenience. No follow up was requested.	04/20/10	The TTY customer asked the Communication Assistant to type 'recording' before they dialed out. The Communication Assistant only heard ringing, and waited for more than 20 rings since the TTY customer was upset about no recording. went to more than 20 rings at one point since TTY was upset about no recording. The TTY customer told the Communication Assistant that they were going to report her for not typing out the recording. At this time the Communication Assistant alerted a supervisor.
18	04/27/10	A customer said that the Communication Assistant did not type the conversation as it was said by the voice person. The customer had a hard time understanding the Communication Assistant because they were abbreviating what the other person said. Customer Service apologized for the inconvenience and told the caller that this would be forwarded to the appropriate person. No follow up was requested.	04/27/10	The Team Leader met with the Communication Assistant. It was discovered that the Communication Assistant followed procedures, and was typing verbatim, however the Voice person on the line was cutting her sentences short and responding to the Inbound customer in a "choppy way." The Communication Assistant put into parentheses "(talking choppy)(caller being short)" to keep the customer informed.
19	05/14/10	Dial Tone - Not heard	05/14/10	A customer's daughter reported no dial tone on their CapTel. A Customer Service Representative advised a physical reset. This resolved the customer's experience.
20	05/14/10	Dial Tone - Not heard	05/14/10	A customer's neighbor stated that there was no dial tone on the CapTel, but the other phones in the house have dial tones. A Customer Service Representative advised a physical reset of the CapTel. This resolved the customer's experience.
21	05/27/10	Accuracy of captions	05/27/10	A customer indicated that the captioned words are sometimes different than those spoken by the other party. A Customer Service Representative explained that captions are created by a live captionist using voice recognition software. It was suggested that the customer document the date time and Communication Assistant Identification number of any future calls so that action can be taken with the Communication Assistant on the call.
22	05/29/10	A TTY customer stated that they have had a certain Communication Assistant several times, and have been frustrated with them. The Communication Assistant dials out the number, and tells the customer that the "phone company equipment is busy" and then disconnects. The TTY customer will immediately connect to another Communication Assistant, and the call goes through. Customer Service apologized to the customer and stated that this information would be forwarded to the appropriate person. No follow up was requested.	05/29/10	The Team Leader met with the Communication Assistant, who said that she hit the wrong key, but when she went to correct it with "XXX" the customer hung up. The customer thought that the Communication Assistant hung up on her when the customer saw the "XXX." The Communication Assistant was coached on disconnecting, and on being careful and focused on the call.

Date Generated: Mon, Jun. 7th, 2010 @ 09:55:32 AM CT

Alabama
FCC Complaint Log
2010 - 2011

Complaint Tracking for AL (06/01/2010-5/31/2011). Total Customer Contacts: 16

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/01/10	An Alabama TTY Customer stated that they could not dial the toll free number. They explained that they received an error message saying: "Your call cannot be completed." Apologized for the problem and opened a Trouble Ticket. Follow up with customer was needed in order to notify them that the issued has been resolved.	06/01/10	The technician stated that they placed a test call using the "From" number provided and found that the call went through if the Communication Assistant processed the call through a regular "800" number. Logs were pulled and it was found that the Communication Assistant did not press "Reg 800" during the call presented in this ticket. A regional 800 number is required for this customer. The technician was unable to reproduce the occurrence mentioned because the customer did not provide a date and time. It was discovered that the call will go through a "Reg 800" out dial. The Relay Program Manager called the customer via TTY and asked for the date and time of the call. The Relay Program Manager also explained that the 800 number worked fine from the customer's line. The customer stated that they call to a specific organization once a month, and the Relay Program Manager explained that the organization may have ea block on their phone system to prevent calls from 711. It was suggested that the customer mention this to the organization, and have the organization all Customer Service if needed for additional assistance or removal of this blockage. The customer appreciated the follow up.
2	06/02/10	Disconnect/Reconnect during calls	06/02/10	Customer's husband indicated that her captioned calls cut out in the middle of a call. After troubleshooting Customer Service Representative sent him information explaining the difference between a CapTel and a traditional phone. Explained to the customer why disconnect/reconnect might be occurring and sent an email with tips to reduce the occurrence including testing the CapTel as the only device on the line and having their phone line quality tested.
3	06/11/10	The customer stated that they requested a new Communication Assistant but did not get one. The customer stated that they had never had this problem before, and they were upset. The customer hopes that a complaint is filed in regards tot his poor service.	06/11/10	A Supervisor met with the Communication Assistant and explained to them the policy that a change of Communication Assistant is allowed at all times. The Communication Assistant now understands, and apologized for the inconvenience. The Team Leader sent a follow up email to the customer apologizing for the error.
4	07/06/10	A customer reported that they made a business call, which is a call that they make every week. The customer reported that the Communication Assistant was not relaying each word of the conversation. Apologized for the inconvenience and informed the customer that the Supervisor would be notified. No follow up was requested.	07/06/10	The Team Leader met with the Communication Assistant. The Communication Assistant explained that during a conference call they type as fast as they can, but if it is nota conference call the Communication Assistant attempts an ASL translation. The Communication Assistant understands that they must type and relay verbatim.
5	07/13/10	A customer reported that the Communication Assistant did not type the recording verbatim as requested in the beginning of the call. The Communication Assistant only typed "recording" and typed "talking too fast." Customer Service responded apologizing for the inconvenience and explained that the report would be sent to the Call Center Supervisor. No follow up was requested.	07/13/10	The Team Leader met with Communication Assistant. The Communication Assistant followed instruction when they dialed to the recording, but could not understand the recording as it was unique. The Communication Assistant was coached to go back and replay the message a couple of times to capture what was said if it was not clear. If it remains unclear the Communication Assistant was instructed to type "(unclear)".
6	07/25/10	The customer stated that the Communication Assistant was too slow and took too long to announce the call and type the greeting. The Communication Assistant also did not gender the outbound caller. No follow-up was requested.	08/11/10	The Supervisor met with the Communication Assistant who remembers the call. The Communication Assistant stated that they read the notes, but when the answering machine came on they began typing the answering machine message. The Communication Assistant stated that they did apologize to the customer.
7	08/12/10	The customer stated that the Communication Assistant was too slow and took too long to announce the call and type the greeting. The Communication Assistant also did not gender the outbound. No follow up was requested.	08/12/10	The Supervisor met with the Communication Assistant who did not remember this particular call. The Supervisor had a hard time going over the situation with the Communication Assistant as no specific information was given regarding the call such as time of day and the date that the call took place.
8	12/21/10	Technical - General	12/21/10	A Customer reported seeing "Waiting for an Operator" on their screen and did not connect to a captionist. Customer Service Representative apologized for this experience and noted that there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed that the customer is now able to make their captioned calls successfully without delay.
9	12/21/10	Technical - General	12/21/10	A Customer reported seeing "Waiting for an Operator" on their screen and did not connect to a captionist. Customer Service Representative apologized for this experience and noted that there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed that the customer is now able to make their captioned calls successfully without delay.
10	01/07/11	Technical - General	01/25/11	Customer stated that they were seeing Waiting for CapTel operator message on calls. Customer Service Representative apologized for this experience and assured the customer there are an ample number of captionist available. Technical support made a change on 1/25/11 to allow calls to be processed by available captionist. Customer reports that this difficulty has been resolved.

11	02/02/11	Service - General	02/02/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
12	02/02/11	Service - General	02/02/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
13	02/02/11	Service - General	02/02/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
14	02/08/11	Service – General	02/08/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner.
15	02/14/11	Disconnect / Reconnect during call	02/21/11	Customer stated that they were experiencing disconnections during their captioned calls. Customer Service Representative explained the difference between a CapTel and a traditional phone and explained to the customer why disconnect/reconnect might be occurring. Provided tips to reduce the occurrence such as trying the CapTel at another location ensuring proper setup and having her phone line tested by her telephone company.
16	03/21/11	Customer stated that the Communication Assistant did not wait for a live person but kept typing the recording. Apologized. No follow up was requested.	03/21/11	A discussion with the Communication Assistant was conducted, and while the Communication Assistant does not remember this call, the Communication Assistant knows to promptly listen for instructions once all typed messages have been transmitted to the customer.

Alabama FCC
2011 - 2012
Complaint Log

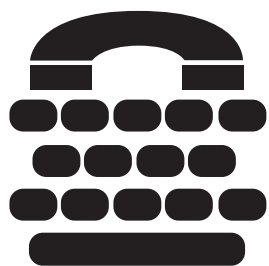**Complaint Tracking for AL (06/01/2011-05/31/2012). Total Customer Contacts: 3**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	08/12/11	A customer tried to do an Answering Machine Retrieval, however, the Communication Assistant would not type out the message. When the customer asked for a Supervisor, the Communication Assistant said no, let me try one more time. Then the Communication Assistant just typed the end of the message and hung up.	08/12/11	The Communication Assistant stated she is familiar with procedure, she processed the call with the VCO inbound and when she heard no recording so she started the procedure again. The Communication Assistant stated that the inbound caller did not request for a supervisor at any time. However, the Communication Assistant informed the VCO inbound caller that she was not getting any recording so she sent the end of message macro. The Communication Assistant stated that the inbound caller hung up before the Communication Assistant did.
2	12/09/11	Technical - General	12/13/11	A customer reported his inability to reach one specific number through the captioning service. One of the TRS network carriers identified a configuration issue and re-routed calls temporarily through a different carrier until the original carrier was able to permanently resolve the issue. The Communication Assistant confirmed the issue has been permanently resolved by the original carrier and customer is able to reach this number successfully.
3	02/01/12	Customer complained that the Communication Assistant was rude. While on the call, the customer wanted to enter the number 2 for a lost or stolen credit card or wait for a representative. The Communication Assistant just kept asking for a card number. No follow up was requested.	02/01/12	The recording repeated to enter card number, no other options were available.

Appendix G:

Copies of Alabama Relay Annual Reports

Page: 108

July 2010-June 2011

Alabama Relay

Dial
7-1-1

Managed by Alabama
Dual Party Relay Fund

ANNUAL REPORT

Table of Contents

Report provided by

Sprint Relay

Missy McManus
Relay Program Manager
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Columbia, SC 29201
(803) 951-1660 TTY
(803) 403-9763 Voice Mail
melissa.mcmanus@sprint.com

Dear Alabama Dual Party Relay Fund Administrators,

Sprint is pleased to have once again provided top-quality services to Alabama customers in the fiscal year of July 2010-July 2011. Activity highlights included serving relay consumers and promoting awareness about Alabama Relay's and Sprint Relay's products and services, through activities such as:

- Sponsoring the Third Biennial Southern Black Deaf Advocates Conference in Birmingham
- Hiring four CapTel subcontractors
- Airing the CapTel public service announcement for a total of 414 media spots
- Sponsoring the Alabama Association of the Deaf conference in Birmingham

Statistics once again demonstrate a 21.3% decrease in TRS minutes and a 6.5% increase in CapTel minutes for this fiscal year. Going wireless has become more mainstream, and consumers continue to migrate to using relay services, including video communications, on their wireless devices. Sprint Mobile Video Relay Service (SMVRS) became available on the Epic 4G mobile wireless device in December 2010, decreasing the need for traditional relay products and services.

Sprint is appreciative of the contract extension for relay service provision to Alabama consumers until February 2016. Sprint thanks the Alabama Dual Party Relay Fund administrators, the Alabama Public Service Commission, the state relay users and the community for the opportunity to provide quality relay services and outreach education.
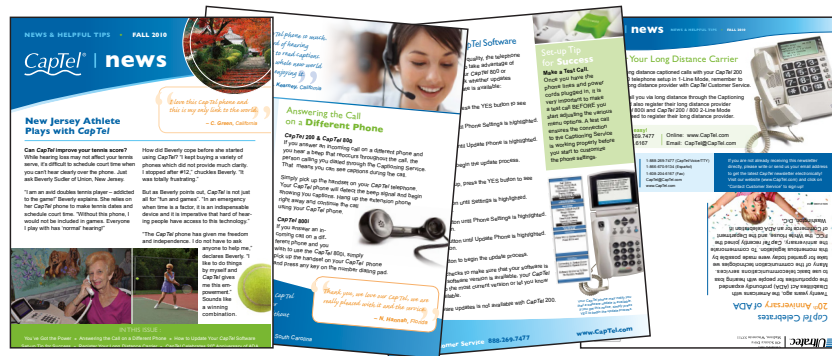
Sincerely,

Missy McManus
Relay Program Manager

Alabama Relay

Outreach Education

Alabama Relay products and services were promoted via the Alabama Relay website, brochures, instructional and marketing flyers, and e-mails. A biannual newsletter providing CapTel tips, announcements, and other useful information was also distributed.

Outreach Activities

Alabama Relay promoted relay service awareness through product and service demonstrations, presentations and materials throughout the state as well as through sponsorship of events. Among the relay services and products were CapTel, video relay, Internet Protocol relay, and wireless relay services, with the primary being CapTel.

After posting job descriptions, screening potential applicants, interviewing interested candidates and hiring four subcontractors to promote the CapTel products and services, the Relay Program Manager, Alabama Relay CapTel Manager, and CapTel presenter coordinated an all-day training session in Birmingham. Unfortunately, due to the tornadoes that had already devastated nearby areas the prior day and forecasted tornadoes on the day of training, the subcontractors were told to go home halfway throughout the training for safety purposes. A week later, the training was completed via phone calls, e-mails, and PowerPoint presentations and manuals on the Outreach Specialist website.

The CapTel subcontractors have contacted local retirement homes, hearing aid dealerships, interested customers, and other relevant places. Upon request by customers, subcontractors held one-on-one visits to demonstrate the CapTel phone, educated office staff about the CapTel service, and displayed CapTel brochures at businesses. As a result of the balanced geographical locations of CapTel subcontractors, outreach has been spread out evenly across the state.

CapTel Public Service Announcement

Between April 18 and June 20, 2011, Alabama Relay aired a televised public service announcement (PSA) about CapTel, totaling 414 broadcasts in the Birmingham, Dothan, Huntsville-Decatur-Florence, Mobile-Pensacola, and Montgomery areas. Funded by Relay Alabama and CapTel, airings took place during popular programs on major networks, such as:

- Today Show
- The Ellen DeGeneres Show

- Retro TV
- The View
- Good Morning America
- Dr. Phil
- Local news channels

Additionally, a website at www.captelalabama.com was developed to further assist consumers by providing an online contact form and contact numbers, testimonials, a link to the Alabama Relay website, and other information.
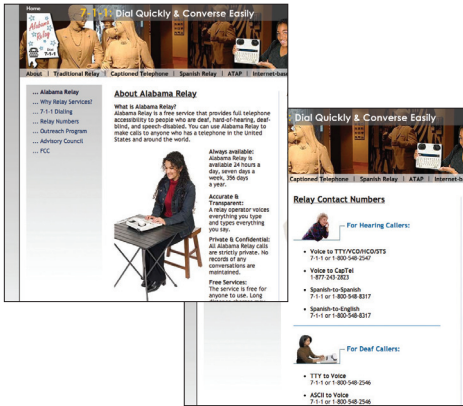
Website

In the previous fiscal year, the Alabama Relay website was revamped to provide greater information on relay products and services. Video clips with open captions provide access to both signers and non-signers. An overview of the Alabama Telecommunications Access Program (ATAP) is provided, along with contact information.

Website Statistics

To monitor trends at www.alabamarelay.com, the Relay Program Manager received a monthly report identifying the most accessed pages. During this fiscal year, there were 31,207 hits, or requests made to the server. The chart at right provides a monthly breakdown.

Fig. 1: Website Statistics			
July	2,183	Jan.	2,896
Aug.	1,993	Feb.	3,377
Sept.	1,956	March	3,053
Oct.	2,300	April	2,565
Nov.	2,713	May	2,642
Dec.	2,750	June	2,779

Marketing

Alabama Relay products and services were once again promoted via brochures, instructional and marketing flyers and mass e-mails, and in one-on-one settings.

Relay Enhancements

CapTel

Software Update
On August 10, 2010, CapTel provided a software update for CapTel 800 and 800i telephone customers. The notice appeared on the unit's display screen, and customers could automatically update their phones. Instructions were also displayed on the screen throughout the process.

Extended Customer Service Hours
In June 2011, Sprint extended its CapTel customer service hours of operation to seven days a week. Hours of operation are Monday-Friday, 7 a.m. to 7 p.m. Central, and Saturday and Sunday 8 a.m. to 5 p.m. Central. Customer service is closed on Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's Day.

Sprint Relay earns top honors for Best Overall Customer Care and Speed of Service from Paisley Group

Overland Park, Kan., April 19, 2011—Sprint announced that it has earned top honors in Customer Care and Speed in the 2011 Paisley Group National Relay TTY Performance IndexTM. Sprint Telecommunications Relay Services (TRS) enable text-telephone (TTY) callers and hearing callers to communicate with one another via trained relay operators. Paisley's National Relay TTY Performance Index included several domestic TRS providers.

In the Overall Customer Care category, Sprint was the only provider to earn a perfect score. The category captures the number of critical errors that relay providers make when relaying messages (such as errors that change the meaning of the message).

In the Speed category, Sprint's relay operators earned best in class honors, exceeding the Federal Communications Commission mandated typing speed (82 words per minute versus the mandated 60 words per minute).

Sprint ranked as the best in overall WPM and Passed calls. Sprint's blazing-fast third-generation TRS platform also contributed to the win.

"Speed makes a difference in the relay industry—when callers receive faster service, government entities responsible for funding relay services are charged less time per call," said Jeff Rudolph, President and CEO of the Paisley Group Ltd. "Sprint's average conversation length of three minutes exceeds the three minutes and twenty-one seconds industry mean (2011) and stands in testament to an organization dedicated to optimal efficiency."

Sprint Relay Director Mike Ellis said, "The Paisley Group's report underscores Sprint's commitment to its customers. It has been our goal to deliver the best quality in relay services over the past 20 years, and we've consistently achieved it."

About Paisley Group, Ltd.
The Paisley Group is the leading third-party quality assurance organization and independent research firm. The Paisley Groups' professional analysis provides root cause data necessary for performance benchmarking and continuous contact center improvements. Learn more about The Paisley Group at www.thepaisleygroup.com.

Alabama Relay Statistics

Telecommunications Relay Service

The following charts indicate trends in the annual total number of session minutes and calls, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, Voice, Spanish TTY and Voice, VCO, Telebraille, and STS) currently provided by Alabama Relay.

See appendix for a complete statistics report.

Session Minutes

Figure 2 displays the total monthly and session minutes processed through Alabama Relay.The total of 571,118 minutes include all aspects of TRS services except Speech-to-Speech and CapTel, and represents a decrease of 21.3% as compared to last year.

Fig. 2: Session Minutes			
July	52,894	Jan.	46,900
Aug.	50,893	Feb.	41,450
Sept.	49,707	March	47,816
Oct.	45,706	April	45,239
Nov.	46,136	May	46,472
Dec.	46,279	June	51,627

Relayed Call Volume

Figure 3 depicts the total number of completed calls processed through Alabama Relay. The calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international, busy ring/no answer, and a few others. Relayed call volume totaled 207,738 calls during this fiscal year.

Fig. 3: Call Volume			
July	18,718	Jan.	19,972
Aug.	18,321	Feb.	13,849
Sept.	16,924	March	15,958
Oct.	18,290	April	15,412
Nov.	19,024	May	17,765
Dec.	15,860	June	21,645

Average Speed of Answer and Service Level

Figure 4 illustrates that Sprint has once again exceeded the speed of answer requirement throughout the year. Speed of answer identifies the number of seconds required to answer a call. The daily requirement is that 85% of all calls be answered within 10 seconds. The Average Speed of Answer (ASA) for this fiscal year was **1.56 seconds** and the Service Level (SVL) was **94.5% of calls** were answered within 10 seconds.

Fig. 4: ASA and SVL					
Month	ASA	SVL	Month	ASA	SVL
July	1.4	95%	Jan.	1.5	95%
Aug.	1.4	95%	Feb.	2.3	92%
Sept.	1.4	95%	March	1.5	95%
Oct.	1.6	94%	April	1.2	96%
Nov.	2.0	93%	May	1.2	96%
Dec.	1.9	93%	June	1.3	95%

CapTel

The following chart signifies the trends of the annual total number of session minutes.

Session Minutes

A breakdown of monthly minutes is shown in Figure 5. The total for this fiscal year was 711,442 CapTel session minutes, an increase of 6.5% from last year.

Fig. 5: CapTel Session Minutes			
July	53,913	Jan.	60,113
Aug.	56,724	Feb.	57,455
Sept.	53,712	March	66,364
Oct.	53,599	April	65,964
Nov.	52,504	May	68,930
Dec.	56,089	June	66,077

Call Volume

A total of 238,279 CapTel calls were generated this fiscal year. A breakdown of monthly call volume is displayed in Figure 6.

Fig. 6: CapTel Call Volume			
July	18,560	Jan.	19,985
Aug.	18,459	Feb.	18,464
Sept.	18,131	March	22,180
Oct.	18,300	April	21,995
Nov.	17,373	May	23,471
Dec.	19,702	June	21,659

FCC Annual Customer Contact Log

Sprint prepares and submits an annual Customer Contact Log Report on both TRS and CapTel to the Alabama Dual Party Relay Fund administration, which then submits the report to the Federal Communications Commission (FCC).

Sprint Relay Enhancements

In December 2010, Sprint Relay became the first provider in the nation to offer the Sprint Mobile VRS (SMVRS) application designed specifically for the Samsung 4G Epic™ mobile wireless device.

In March 2011, this application became available for other mobile wireless devices such as the HTC EVO™. It also then became available for the Nexus S™ 4G from Google and the Samsung Galaxy Tab™.

For customers learning how to use different wireless products, including SMVRS, Sprint Relay provided a training video clip on its website at www.learnwithsprint.com.

Video Relay Services

The Federal Communications Commission (FCC) authorizes video relay services (VRS). Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association (NECA).

The State of Alabama currently **does not** pay for VRS.

Sprint Relay Team

Sprint Public Sector – Federal and State Government

William P. White
Vice President,
Federal Programs

Mike Ellis
National TRS Director

Relay Program Management
John Moore
Branch Manager

Angie Officer
Senior RPM

Missy McManus
Relay Program Manager

Marketing and Product Development
Damara Paris
Branch Manager

Todd Bader
CapTel Manager

Corporate Sales
Maggie Schoolar
Branch Manager

Andrew Brenneman
Corporate Sales Manager

Wireless Sales
Ken Goulston
Account Executive

Customer Service
Brian Adamson
Supervisor

Appendix

Alabama Relay ★ ★ ★

Alabama Relay Statistics

RELAY SERVICE INFORMATION	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
Incoming Calls Offered	16,188	15,432	14,141	16,337	17,379	14,206	13,756	12,195	13,934	13,322	14,984	19,652	181,526
Incoming Calls Answered	15,754	15,089	13,798	15,874	16,738	13,691	13,405	11,652	13,604	13,053	14,674	19,158	176,490
Abandoned in Queue	434	343	343	463	641	515	351	543	330	269	310	494	5,036
Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Number of Relayed Calls (Line 5)	18,718	18,321	16,924	18,290	19,024	15,860	15,972	13,849	15,958	15,412	17,765	21,645	207,738
Total Number of Completed Calls	8,301	7,748	7,568	6,775	7,025	7,093	6,913	6,350	7,153	7,129	7,368	7,247	86,670
Total Number of Subscribers/Users	6,159	6,023	5,283	5,520	5,410	5,808	5,650	4,942	5,557	5,259	6,513	5,372	67,496
Average Weekend Calls	442	424	415	419	470	376	386	357	396	364	414	551	5,014
Average Weekday Calls	670	659	619	672	694	559	577	550	556	578	638	783	7,555
SERVICE QUALITY (TRS)													**AVERAGE**
Average Speed of Answer (ASA)	1.4	1.4	1.4	1.6	2.0	1.9	1.5	2.3	1.5	1.2	1.2	1.3	1.56
Service Level (SVL)	95%	95%	95%	94%	93%	93%	95%	92%	95%	96%	96%	95%	94.5%
													TOTAL
Complaints: TRS	3	1	0	0	0	0	0	0	1	0	0	0	5
Commendations: TRS	0	0	0	1	3	1	3	0	1	2	1	0	12
Complaints: CapTel	1	0	0	0	0	2	1	5	0	0	0	0	9
Commendations: CapTel	1	0	0	1	0	0	2	0	3	1	0	1	9
RELAY MINUTES OF USE													
Total Session Minutes of Service	52,894	50,893	49,707	45,706	46,136	46,279	46,900	41,450	47,816	45,239	46,472	51,627	571,118
Less Interstate Minutes	-2,875	-2,847	-4,768	-3,755	-4,009	-3,281	-3,322	-3,287	-3,901	-3,087	-3,151	2,809	-35,474
Less International Minutes	-13	-16	-1	-26	0	-14	-19	-3	0	-1	-8	18	-83
Less Interstate Toll-Free Minutes (51%)	-4,153	-3,748	-4,971	-4,000	-3,674	-3,853	-4,505	-3,803	-4,456	-3,658	-3,558	3,736	-40,642
Less Interstate Directory Assistance	-2	-13	-52	-40	-41	-18	-11	-16	-8	-12	-20	51	-182
Less 900 Minutes (51%)	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable Minutes to State of AL	45,865	44,272	39,920	37,885	38,412	39,113	39,042	34,342	39,451	38,481	39,734	45,012	481,530
SPEECH-TO-SPEECH													
Total Speech-to-Speech Minutes	16	4	6	8	4	10	33	4	6	12	15	10	126
Less Interstate Toll-Free Minutes	0	0	0	0	0	0	-8	0	0	7	0	0	-1
Billable Intrastate STS Session Minutes	13	4	6	8	4	10	24	4	6	5	15	10	108
CAPTEL INFORMATION													**TOTAL**
Call Count	18,560	18,459	18,131	18,300	17,373	19,702	19,985	18,464	22,180	21,995	23,471	21,659	238,279
													AVERAGE
Average Session Minutes Per Call	2.59	4.31	2.48	2.70	2.88	2.60	2.81	3.12	2.85	2.90	2.62	2.66	2.88
Average Speed of Answer (ASA)	0.45	0.49	0.68	0.55	0.44	0.94	0.54	1.61	0.67	0.64	0.62	0.69	0.69
Service Level (SVL)	99.40%	99.30%	98.50%	99.00%	99.60%	95.00%	99.10%	93.30%	99.40%	99.60%	99.70%	99.30%	98.43%

RELAY SERVICE INFORMATION	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
Total CapTel Minutes	53,913	56,724	53,712	53,599	52,504	56,089	60,113	57,455	66,364	65,964	68,930	66,077	**711,442**
Less Interstate Session Minutes	-7,910	-7,843	-7,316	-7,880	-8,263	-8,095	-8,821	-11,801	-12,709	-14,110	-12,484	8,882	**-98,352**
Less International Session Minutes	-0	-20	-6	-2	-45	-17	-40	-38	-20	-8	-5	2	**-200**
Less Interstate Toll-Free Minutes (51%)	-1,673	-1,839	-1,725	-2,006	-2,472	-1,940	-2,099	-2,055	-2,291	2,279	-4,571	4,907	**-15,486**
Billable Intrastate CapTel Minutes	44,166	46,813	44,450	43,508	41,592	45,881	49,008	43,378	51,108	49,555	44,616	48,438	**552,514**

Alabama Relay
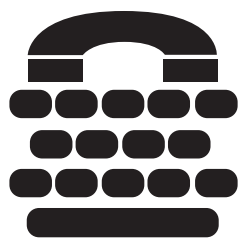
Dial
7-1-1

Managed by Alabama
Dual Party Relay Fund

July 2011–June 2012

Report provided by

Sprint ®
Relay

T.S.

Missy McManus
Relay Program Manager
411 Huger Street
Columbia, SC 29201
(803) 951-1660 TTY
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Dear Alabama Dual Party Relay Fund Administrators,

The fiscal year of July 2011–June 2012 provided Sprint Relay with another opportunity to serve its Alabama consumers with superior relay services, outreach education and dedication. Accomplishments include:

★ Exhibiting Alabama Relay services at the:
  • Four-day Southern Women's Show in Birmingham with over 5,000 in attendance
  • Alabama Academy of Audiology
  • Bryce Hospital in Gadsden
★ Sponsoring:
  • Three deaf/hard of hearing students to attend leadership workshops at the National Black Deaf Advocates conference
  • The Alabama School for the Deaf and Blind boys' and girls' basketball teams to compete in the Mason-Dixon tournament
  • The Alabama Association of the Deaf mini-conference with workshops and a performance by John Maucere
  • The Ladies Professional Golf Association (LPGA) clinic, taught by a professional golfer who knows ASL, for deaf and hard of hearing students from mainstreamed school programs
★ Airing public service announcements featuring:
  • CapTel, airing 1,500 times in two months
  • Speech-to-Speech via the Alabama Relay website

Alabama Relay statistics continue to indicate a decrease in TRS minutes and an increase in CapTel minutes for this fiscal year, consistent with nationwide trends. There was a decrease of 12.2% for TRS and an increase of 21.6% for CapTel.

On the Sprint front, highlights include:
  • Being the first relay provider to include enhancements to its Speech-to-Speech service.
  • Enhancing the CapTel invoice for all Sprint states, starting with the February report.
  • Being interviewed by Morgan Fairchild on the Lifetime channel program, "Baby Boomers in America," discussing the CapTel service.
  • Opening its first CapTel call center in Lubbock, Texas, in June 2012.

Sprint thanks the Alabama Dual Party Relay Fund Administrators, the Alabama Public Service Commission and state relay users for the opportunity to provide quality relay services and relay education. We look forward to new projects and opportunities in the next fiscal year.

Sincerely,

Missy McManus
Relay Program Manager

Outreach Activities

Alabama Relay promoted relay service awareness through product and service demonstrations, presentations and distributed materials throughout the state as well as through event sponsorships. Accomplishments during this fiscal year included exhibiting Alabama Relay services at:

- Four-day Southern Women's Show in Birmingham
- Alabama Academy of Audiology
- Wellness Expo in Birmingham
- Bryce Hospital in Tuscaloosa
- School Curriculum Seminar in Gadsden
- Different university campuses
- Numerous retirement homes
- Various in-home events

Alabama Relay also sponsored:

- Participation of three deaf/hard of hearing students in leadership workshops at the NBDA Advocates conference
- The Alabama School for the Deaf and Blind boys' and girls' basketball teams in the Mason-Dixon tournament
- The Alabama Association of the Deaf mini-conference with workshops and a performance by John Maucere
- A Ladies Professional Golf Association (LPGA) clinic, taught by a pro golfer who knows ASL, for deaf and hard of hearing mainstreamed students

See appendix for outreach activities performed.

Website

The Alabama Relay website, www.alabamarelay.com, provides information on the various relay services, explains how each relay call is handled, offers consumers an online form to note their personal preferences, and more. The Relay Program Manager monitors trends on the website through regular reports identifying the most accessed pages. During this fiscal year, there were 35,231 hits, representing requests made to the server.

Fig. 1: Website Statistics			
July	2,644	Jan.	2,894
Aug.	3,107	Feb.	2,886
Sept.	2,618	March	3,037
Oct.	2,535	April	3,126
Nov.	2,484	May	3,345
Dec.	2,428	June	4,127

Alabama Relay products and services continued to be promoted via outreach activities, brochures, instructional and marketing flyers, literature advertised in various publications, mass e-mails, and in one-on-one settings.

Literature

Two one-page flyers were developed, one about the Alabama Relay TRS service and the other about the CapTel service. The TRS flyer lists the numbers for the various relay services, and the CapTel flyer describes how the phone works and how to obtain one.
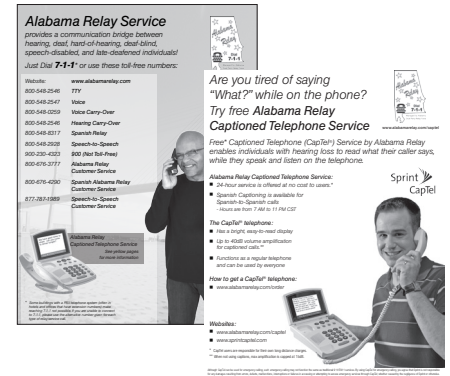
Public Service Announcements

Alabama Relay promoted CapTel products and services by broadcasting a total of 1,500 public service announcements (PSA) from October 3 to December 5, 2011. PSAs were aired in the following cities:

- Birmingham
- Dothan
- Huntsville–Decatur–Florence
- Mobile–Pensacola
- Montgomery

The PSA was aired during high-visibility programs such as:

- The Young and the Restless
- The Today Show
- Rachael Ray Show
- The Dr. Oz Show
- Good Day, Alabama
- The View
- Wendy Williams
- LIVE! With Regis & Kelly
- Judge Joe Brown
- The Ellen DeGeneres Show
- The Chew
- Good Morning American
- Anderson Cooper 360°
- Various news programs

The PSA was also aired during several local news broadcasts and other popular shows.

Speech-to-Speech

A web asset was developed to enable the Speech-to-Speech (STS) PSA to be placed and seen via the Alabama Relay website.

Relay Enhancements

Telecommunications Relay Services

Sprint continues to provide monthly training updates to its relay operators, perform quarterly quality tests to ensure its relay operators are up to date on current practices and knowledge and provide refresher training. TRS enhancements are also continually honed to ensure the very highest quality in relay services.

STARS

Sprint maintains its excellent relay services and is continuously seeking ways to improve. Methods include gathering feedback from its state relay consumers, internal teams, and state relay administrators. A meeting with Sprint relay teams, state program managers, and state relay administrators occurs each year. This fiscal year's State Telecommunication Administrators of Relay by Sprint (STARS) event occurred in Charleston, South Carolina.

Speech-to-Speech Features

Sprint is the only relay provider to provide the following unique features for Speech-to-Speech (STS) relay service users:

- My Email Set-Up
- Dedicated STS Customer Service
- Wireless STS
- Easier Way of Receiving Calls
- Saved Messages
- Determine Conversation Style
- Phone Book

CapTel

Invoice Reports

Beginning in February, Sprint developed detailed reports for its Sprint Relay CapTel states. The reports include additional details, such as:

- Abandoned Call data
- Percentage of jurisdiction call types to total usage
- Breakdown of English and Spanish usage
- Usage based on originating city

"Baby Boomers in America" on Lifetime Television

"Baby Boomers in America" is an engaging, affirmative and constructive new television series exploring the challenges and opportunities the vast baby boomer population encounters in their daily lives. The series explores all aspects of the Boomer lifestyle with the goals of empowering, educating, inspiring and entertaining viewers.

Morgan Fairchild interviewed Sprint about the CapTel product and service on the Hearing Loss Solutions episode of "Baby Boomers in America." The episode aired April 28 and May 26, 2012, on Lifetime Television.

Sprint CapTel Call Center

Sprint is excited to have opened its first CapTel Call Center on June 24 in Lubbock, Texas, in response to the CapTel telephone's popularity. The call center ensures minimum service interruptions if a weather event, such as a tornado or snowstorm, halts operations in a CapTel service center located in another part of the country. In such instances, traffic can automatically be routed to another call center.

Sprint to Open First CapTel Call Center in Lubbock, TX

Overland Park, Kan., June 24, 2012 – Sprint (NYSE: S) is expanding its telephone relay service call center operations in Lubbock, Texas, to include a captioning telephone service—called CapTel—for people with hearing loss. The service allows CapTel phone users to hear amplified sound and view text captions of their phone conversations. The captions allow people who have difficulty hearing to continue enjoying telephone access regardless of their hearing levels.

The celebration of the Relay Texas service expansion will feature a ribbon-cutting ceremony on June 25. The expansion will result in new job opportunities for residents, as the new center is expected to employ several hundred people over the next five years.

"We're grateful to the state and to the Public Utility Commission of Texas for making it possible to expand our Lubbock relay center operations," said Sprint Relay Services Director Mike Ellis. "The expansion of this state-of-the-art center furthers Sprint's leadership position in the assistive technology field."

The new call center is being opened in response to the popularity of the Sprint CapTel telephone. New call centers also ensure minimum service interruptions if something, such as a tornado or snowstorm, halts operations in at another CapTel service centers located in other parts of the country. In such instances, traffic from one center can automatically be routed to another.

"Sprint, Communication Service for the Deaf and CapTel, Inc. all bring a great deal of experience, technology and call center management skills to this endeavor. The result is a collaboration that ensures that Texans with hearing loss have a high quality alternative to traditional telephone access," said Eileen Alter, Relay Texas Contract Administrator for the Public Utility Commission of Texas. "We are proud of the reputation our partnership has gained in Texas and nationally

as a leader in telecommunication access for people with speech or hearing loss that use Relay Texas and we remain committed to continuing to improve our service."

Relay Texas began operating in September 1990. Sprint's CapTel technology was developed by Ultratec, Inc., the world's largest manufacturer of text telecommunications equipment for people with hearing loss. Sprint's Lubbock operations will be managed by Communication Service for the Deaf (CSD), the world's largest non-profit provider of communication services for people with hearing loss; CSD recently celebrated the processing of more than 1 billion calls for Sprint Relay.

Alabama Relay TRS Statistics

The following charts indicate the trends in the annual total number of session minutes and calls, average speed of answer and service level, and contacts with consumerss. The numbers reflect the traditional relay services (such as TTY, Voice, Spanish TTY and Voice, Voice Carry-Over [VCO], Telebraille, and Speech-to-Speech [STS]) currently provided by Alabama.

See appendix for a complete statistics report.

Session Minutes

Figure 2 indicates the total monthly session minutes processed through Alabama Relay. The total of 501,417 minutes includes all aspects of TRS services, except STS and CapTel.

Fig. 2: Session Minutes			
July	52,420	Jan.	41,073
Aug.	45,538	Feb.	39,071
Sept.	48,167	March	40,792
Oct.	37,231	April	36,693
Nov.	41,393	May	39,979
Dec.	40,666	June	38,394

Relayed Call Volume

Figure 3 depicts the total number of completed calls processed through Alabama Relay. The calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international, busy ring/no answer, and others. Relayed call volume totaled 193,362 calls this fiscal year.

Fig. 3: Relayed Call Volume			
July	31,968	Jan.	16,044
Aug.	15,906	Feb.	13,513
Sept.	15,992	March	14,022
Oct.	15,355	April	12,867
Nov.	15,004	May	13,962
Dec.	15,090	June	13,639

Average Speed of Answer and Service Level

Figure 4 illustrates that Sprint has once again exceeded the speed of answer requirement throughout the year. "Speed of answer" identifies the number of seconds required to answer a call. The daily requirement is that 85% of all calls are answered within 10 seconds. The Average Speed of Answer (ASA) for this fiscal year was 1.35 seconds and the Service Level (SVL) was that 95.0% of calls were answered within 10 seconds.

Fig. 4: ASA and SVL					
Month	ASA	SVL	Month	ASA	SVL
July	1.3	95%	Jan.	1.5	94%
Aug.	1.2	96%	Feb.	1.5	94%
Sept.	1.4	95%	March	1.4	95%
Oct.	1.3	95%	April	1.4	94%
Nov.	1.5	95%	May	1.6	94%
Dec.	1.2	96%	June	.9	97%